



**SIU** SA

STRIKING AGAINST CORRUPTION

# **INVITATION TO BID (SBD 1**

on procurement requirements

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**2023**

**You are hereby invited to bid for the following specified supply requirements.**

<b>Bid Number</b>	<b>RFP: 013 /09/2023 FIN</b>
<b>Project Name</b>	<b>Appointment of a service provider for the provision of Travel Management Services for the Special Investigating Unit (SIU) for a period of five (5) years.</b>
<b>Issue Date</b>	<b>29 September 2023</b>
<b>Closing Date and Time</b>	<b>23 October 2023 @ 11:00am</b>
<b>Non - Compulsory briefing session</b>	<b>09 October 2023 @ 11:00am</b> <i>The briefing session will be held on digital platform - to access the link, please access the Special Investigating Unit ("SIU") website, and go to the Supply Chain Management tab, the link will be published there. SIU website: <a href="http://www.siu.org.za">www.siu.org.za</a></i>
<b>Contract Period</b>	<b>FIVE (5) YEARS</b>

### **Bid Description**

**Appointment of a service provider for the provision of Travel Management Services for the Special Investigating Unit (SIU) for a period of five (5) years.**

Bidders must sign the last signature page of the SBDs form validating all documents included in the response to this invitation.

The successful bidder will sign the written Contract Form (SBD 7) with the SIU once the delegated authority has approved the award of the contract.

<b>Bidder's name:</b>		
<b>National Treasury Central supplier database (csd) number:</b>	<b>MAAA</b>	
<b>B-BBEE level</b>	<b>Level:</b>	
<b>Bidder's contact details:</b>	<b>Tel/mobile:</b>	
	<b>Email:</b>	
<b>Preferential procurement system applicable:</b>	<b>80/20</b>	
<b>Validity period from date of closure:</b>	<b>120 days</b>	

Bid documents are to be deposited in the bid/tender box at the SIU head offices:	
And addressed as follows: Special Investigating Unit (SIU)	1st Floor 74 Watermeyer Street Rentmeester Building Meyers Park Pretoria, 0184
The bid should be deposited inside the designated bid box before the closing date and time, failure will result in disqualifications. Bids are not to be delivered to any other SIU office but for the above address.	
Bidders are required to clearly state the Bid Name, Bid Number and Bidder's (organization) Name, Postal Address, Contact Name, Telephone Number, and email address.	

**Note:** The closing time is as per the clock watch at the SIU reception. Time in this bid is based on 24 hours clock system.

Bidders must ensure that bids are delivered timeously to the correct address. If the bid is late, it will not be accepted for consideration. Bidders must ensure that they sign off the submission register at the SIU's reception when delivering their proposal. Failure to sign the bid may result in the bid being disqualified/disadvantaged. Bidders must advise their respective couriers/drivers of the above instruction(s) to avoid misplacement of bid.

For those that prefer to use post office, they are required to follow up and to make sure that the bid is received and deposited in the tender box on or before the closing date and time.

Bidders are required to deliver their bid to the correct address timeously in order for the SIU to consider it. The SIU will not consider the bids received later than stipulated closing date and time.

**Late bids will be returned to the bidder/not accepted at all.**

Bidders must submit their bid response on the official bid invitation forms **(NOT TO BE RE- TYPED)** with additional information provided on attached supporting schedules. The SIU provides the checklist "Returnable Documents" at the end of the bid invitation of all required documentation with certain documentation mandatory for entering the evaluation phase.

Non-submission of these marked documents on Table 1 will lead to disqualification of the bidder.

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## Bid Opening Procedure

There will be a public bid opening of the bids received on Bid Box after the closing and time, 11h00am. The bidder's name and B-BBEE status level will be read out to those who are present and, same information will be published on the SIU website ([www.siu.org.za](http://www.siu.org.za)).

**The bidders' proposal should be marked with the Bid number, Project name and Bidder's name. The financial offer will not be part of the bid opening.**

## Rejection of Bids

SIU reserves the right to reject submitted proposal if deemed necessary. Should it be discovered by the SIU that the bidder did not act in good faith and/or has provided incorrect/false information and/or has in general

declared incorrectly/false, SIU reserves the right to disqualify or reject the bid and to take any further action deemed necessary in such circumstances.

- The SIU reserves the right to disqualify a bid proposal if the bidders' proposal is not compliant with the scope of work/terms of reference,
- The bidder is subjected to due-diligence process which includes, screening, vetting, and/or any best practice that may subject SIU to comply including its Policies and Procedures.
- The SIU reserves the right to disqualify a bid if the bidder fails to provide reasonable request (s) within reasonable timelines this includes the set deadline per request,
- Bid rigging/collusive behaviour by the bidder will result in disqualification. A bidder is not permitted to submit proposal from more than one registered company with a common director/shareholder.
- This bid is subject to the Preferential Procurement Policy Framework Act and the Preferential Procurement Regulations - 2022.
- This bid is subject to the General Conditions Contract (GCC) and Special Conditions Of Contract (SCC) as stipulated in this invitation.
- By signing and submitting this Bid, the SIU accepts that the Bidder has read and accepted these Conditions of Contract.

#### **Registration on the Central Supplier Database (CSD):**

- The bidder must register on the National Treasury's Central Supplier Database in order to do business with an organ of state or for the SIU to award a bid or contract. Registration on the CSD ([www.csd.gov.za](http://www.csd.gov.za)) provides a bidder with an opportunity to do business with all state organisations including provincial and municipal levels.

National Treasury Contact Details: 012 406 9222 or email <mailto:csd.support@treasury.gov.za>

<b>Set of BID documents required</b>	
<b>Number of ORIGINAL documents for contract signing</b>	1
<p>Bidders must submit the bid in a hard copy format (paper document) to the SIU. The hard copy of these original sets of bid documents serves as the legal bid contract document and the master record between the bidder and the SIU. The bidder is required to attach originals or certified copies of any certificates stipulated in this document to these original sets of bid documents.</p> <p>Any discrepancy between the evaluation copies and the master (original) record, the master record will supersede the copy (s). Any discrepancy between the original sets deposited to the SIU and that kept by the bidder, the original set deposited with the SIU is the master contract for both parties.</p>	
<b>Number of EVALUATION copy:</b>	2
<p>Bidders must mark documents as either "Original" or "Copy for evaluation" and number all pages sequentially. The bidder is required to group documents into "PROPOSAL" and "PRICING" Sections</p>	
<b>Two envelope system required</b>	Yes

The objective of the exercise is to evaluate the Proposals Section without reference to the Price Section ensuring both sections are evaluated fairly and in an unbiased manner.

The first envelope holds all documents excluding the SBD3.1 and detailed supporting pricing documentation. The second envelope holds the SBD3.1 and the detailed supporting pricing documentation. (An outer envelope encloses both envelopes that have the envelope addressed as stated in this document.)

The SIU will only open the proposal (technical functionality) – the first envelope – at the evaluation stage and only will open the pricing – the second envelope – for those bidders who meet the predefined functionality threshold at the proposal evaluation.

#### **Enquiries can be directed to the following**

##### **Supply Chain Management Enquiries:**

**All enquiries can only be done in writing not later than 12h00pm, 12 October 2023 to**

**[scm@siu.org.za](mailto:scm@siu.org.za). Consolidated response queries will be uploaded on SIU's website on the 13 October 2023 . [www.siu.org.za](http://www.siu.org.za).**

**Bidders are not permitted to communicate with any SIU official, except the Supply Chain Management official (s) for anything pertaining to this bid.**

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<b>Returnable Document Checklist to Qualify for Evaluation</b>			
<b>TABLE A: RETURNABLE DOCUMENTS (M = Mandatory)</b> <b>(Failure to provide or meet below mandatory requirements will result in disqualification and the bid will not be considered for further evaluation).</b>	<b>Envelope 1</b>		
Signed and completed Procurement Invitation (SBD 1) including the SBD 3.1, 4, 6.1, 6.2 if applicable,	<b>M</b>	<b>YES</b>	<b>NO</b>
Proof of Registration on the Government's National Treasury Central Supplier Database (CSD).	<b>M</b>	<b>YES</b>	<b>NO</b>
<b>IATA Licence / Certificate.</b> Bidders are required to submit their Valid International Air Transport Association ( <b>IATA</b> ) licence/ certificate (certified copy) at closing date.  - Where a bidding company is using a 3rd party IATA licence, <b>proof of the agreement</b> must be attached and copy of the IATA Licence / Certificate to that effect at closing date.	<b>M</b>	<b>YES</b>	<b>NO</b>
<b>Invoicing:</b> Bidders to provide an example of their invoicing format with all the fields <b>as per Annexure B</b> .  - The SIU will only accept invoices submitted electronically, in the format that can be uploaded onto the accounting system. - Bidders to confirm that they will be able to provide invoices electronically.	<b>M</b>	<b>YES</b>	<b>NO</b>
<b>RETURNABLE DOCUMENTS</b>	<b>Envelope 2</b>		
Detail pricing in the SBD 3.1 format		<b>YES</b>	<b>NO</b>
Detail price sheets and supporting documents		<b>YES</b>	<b>NO</b>
B – BBEE Certificate (South African Companies) or, for companies that have less than R10 million turnover, a sworn affidavit is required. A copy of the template for this affidavit is available on the Department of Trade		<b>YES</b>	<b>NO</b>

and Industry website <a href="https://www.thedti.gov.za/gazette/Affidavit_EME.pdf">https://www.thedti.gov.za/gazette/Affidavit_EME.pdf</a> (Failure to submit sworn affidavit will result in non-compliance on preference points system)			
<b><u>The Bidding Process</u></b>			
<b>This bid is evaluated through a three (3) stage process</b>			
<b>Stage 1 – Compliance to Requirements including Mandatory.</b>  Bidders warrant that their proposal document has, as a minimum, the specified documents required for evaluating their proposals as per Table A above.  The SIU evaluates only bids responses that are 100% acceptable, in terms of the Returnable Document List. The SIU will disqualify bidders that are not compliant with the mandatory checklist, as such they will not proceed for further evaluation.			
<b><u>Stage 2 – (Phase 1) Evaluation of Bids against Specifications and Quality</u></b>  The SIU evaluates each bidder's response to the specifications issued in accordance to published evaluation criteria and the associated scoring set outlined in this bid invitation. Only bidders who achieved the minimum predefined functionality/quality threshold of <b>37.5 points</b> will go through to <b>Stage 2- (Phase 2)</b> . Bidders who score below the <b>37.5 points</b> threshold will be disqualified from further evaluation/consideration			
<b><u>Stage 2 – (Phase 2) –Compulsory Presentation and Site Visit</u></b>  This phase will only be conducted to the bidders who scored minimum of <b>37.5 points</b> and above in <b>Stage 2 (Phase 1)</b> . Bidders must achieve a minimum of <b>37.5 points</b> under Presentation Stage and Site Visit to progress to Price and BBBEE evaluation ( <b>Stage 3</b> ).			
<b><u>Stage 3– Price and Preference (B-BBEE)</u></b>  Bidders who score a minimum quality threshold of <b>37.5 Points on functionality and 37.5 Points on Presentation</b> will proceed to be evaluated on Price and Preferences (B-BBEE).			
<b>Bid Procedure Conditions:</b>			
<b>Counter Conditions</b>			

The SIU draws the bidders' attention that amendments to any of the Bid Conditions or setting of counter conditions by bidders will result in the invalidation of such bids.

### **Award Criteria**

- a) Bid will only be awarded to the bidder who passes SIU's Internal Integrity Unit screening and/or State Security Agency vetting; failure to pass could result in SIU not awarding the bid to a bidder irrespective of the points scored after the final evaluation.
- b) SIU requires last three (3) years Audited Financial Statement (AFS), If Audited Financial Statements are not available, the bidder should provide justifiable reasons and provide the SIU with a copy of the latest Unaudited AFS/ Management Accounts signed off by the directors/members/ management " certifying accuracy and completeness of the said AFS and
- c) The SIU reserves the right not to award a bid if the bidding entity's financial statements and/or supporting financial information creates doubt to the SIU, in its sole discretion, that the bidder would not be able to meet its short- and longer-term financial commitments.
- d) SIU reserves the right to screen the bidder in terms of its own Internal Integrity Unit (IIU) before appointment, should such screening results have a negative outcome, the SIU reserves the right not to award the bid to the subjected/recommended/highest scoring bidder.
- e) In terms of SIU's procedures, SIU will subject the prospective bidder to vetting process in terms of State Security Agency (SSA), should such vetting results have a negative outcome as per SSA and SIU procedures, SIU reserves the right not to award the bid to the subjected/recommended/highest scoring bidder.

### **Response Preparation Costs**

The SIU is NOT liable for any costs incurred by a bidder in the process of responding to this Bid Invitation, including on-site visits/presentations.

### **Cancellation Prior to Awarding**

The SIU reserves the right to withdraw and cancel the Bid Invitation at any time, prior to the delegated official making an award.

### **Collusion, Fraud and/or Corruption**



Any effort by Bidder(s) to influence the evaluation, comparisons, or award decisions in any manner will result in the rejection and disqualification of the bidder concerned.

### **Fronting**

The SIU, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes and where applicable, conduct or initiate the necessary enquiries/investigation, to determine the accuracy of the representation made in the bid documents. Should any of the fronting indicators as contained in the "Guidelines on complex Structures and Transactions and Fronting", issued by the Department of Trade and Industry, be established during such inquiry/investigation, the onus will be on the bidder to prove that fronting does not exist. Failure to do so within a period of 7 days from date of notification will invalidate the bid/contract and may also result in the restriction of the bidder to conduct business with the public sector for a period not exceeding 10 years, in addition to any other remedies the SIU may have against the bidder concerned.

### **Confidentiality**

The successful Bidder agrees to sign a general confidentiality agreement with the SIU.

### **Sub-contracting Direct**

The SIU does not enter into any separate contracts with a sub-contractor whom an appointed supplier would wish to work with. Bidders are required to indicate on their proposal, if they have any intention to sub-contract. Failure to disclose that, may lead to disqualifications/withdrawal of the contract.

### **Information Provided in The Procurement Invitation**

All information contained in this document is solely for the purposes of assisting bidders to prepare their Bids. The SIU prohibits bidders from using any of the information contained herein for other purpose than those stated in this document.

### **The Bidders Particulars**

	<b>Name of Bidder (As stated on the Central Supplier Database registration report)</b>
	<b>Represented By</b>

	<b>Represented By (Optional contact person)</b>
	<b>Physical Address</b>
	<b>Postal Address</b>
	<b>Telephone Number</b>
	<b>Cell Phone Number</b>
	<b>Facsimile Number</b>
	<b>E-Mail Address</b>
	<b>VAT Registration Number</b>
	<b>Total Number of Employees</b>
	<b>Company Registration Number (If Applicable)</b>
	<b>Describe Principal Business Activities</b>

	<b>Type of Company/Firm [Tick Applicable Box]</b>		
	<b>Partnership/Joint Venture/Consortium</b>		
	<b>Close Corporation</b>		
	<b>(Pty) Limited</b>		
	<b>One person business/sole proprietor</b>		
	<b>Company</b>		
	<b>Other</b>		
	<b>Company Classification [Tick applicable box and provide short description]</b>		
	<b>Manufacturer:</b>		
	<b>Supplier:</b>		
	<b>Professional Service Provider:</b>		
	<b>Construction:</b>		
	<b>Logistics:</b>		
	<b>Other:</b>		
	<b>Total Number Of Years The Company/Firm Has Been In Business</b>		
	<b>Tax Clearance Compliance</b>		
	<b>The National Treasury Supplier Database (CSD) report reflect an overall Tax Compliant Status.</b>	<b>Yes/No</b>	
	<b>Tax Clearance Certificate Expiry date</b>		
	<b>Tax Compliance System Pin Number</b>		
	<b>Supplier Is On The National Treasury's Central Supplier Database</b>		
	<b>Supplier Number</b>	<b>M</b>	<b>Unique Registration</b>

			<b>Reference Number (36 digit)</b>	
	<b>Preference Claim</b>			
	<b>Preference claim form been submitted for your preference points? (SBD 6.1)</b>			Yes/No/NA
	<b>A B-BBEE status level verification certificate must support preference points claimed. Has this been submitted?</b>			Yes/No/NA
<b>Who issued the B-BBEE certificate [Tick applicable box]</b>				
	<b>A verification agency accredited by the South African Accreditation System (SANAS);</b>			Yes/No/NA
	<b>Affidavit confirming turnover and black ownership or Companies and Intellectual Property Commission Certificate confirming turnover and black ownership certified by the registered Commissioner of Oaths</b>			Yes/No/NA
	<b>Any other requirement prescribed in terms of Broad-Based Black Economic Empowerment</b>			Yes/No/NA
	<b>Are you the accredited representative in South Africa for the goods/services/works offered?</b>			
	<b>YES or NO, If YES enclose proof in an annexure and summarized detail below</b>			



### **Introduction to the Special Investigating Unit ("SIU")**

The SIU is an independent statutory body established by proclamation R.118 of 31 July 2001, issued in terms of the Special Investigating Units and Special Tribunals Act No. 74 of 1996 as amended ("the SIU Act"). The purpose of the SIU is to investigate serious malpractices, maladministration, and corruption in connection with the administration of State Institutions, state assets and public money as well as any conduct, which may seriously harm the interest of the public. Furthermore, the purpose of the SIU is to institute and conduct civil proceedings in any court of law or a Special Tribunal in its own name or on behalf of State Institutions.

The purpose of this tender is to invite and find suitably qualified service providers to submit proposals for the provision of Travel Management Services for the Special Investigating Unit (SIU).

### **Contract period.**

The contract duration is for five (5) years.

### **Definitions**

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

**After-hours service** refers to an enquiry or travel request that is actioned after normal working hours, i.e., 17h00 to 08h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.

**Air travel** means travel by airline on authorised official business.

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

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

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

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

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

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

**Global Distribution System (GDS)** means a worldwide electronic reservation network used as a single point of access for reserving airline seats, hotel rooms, rental cars, and other travel related items by travel agents and online reservation sites.

**International travel** refers to travel outside the borders of the Republic of South Africa and SADC

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

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

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

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

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

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

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

**Special Investigating Unit - (SIU)**

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

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

**Traveller** refers to an SIU official, consultant or contractor travelling on official business on behalf of the SIU.



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

**Travel Booker** is the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller.

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

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

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

**VAT** means Value Added Tax.

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

## **1. Scope of Work (Travel Management Company Requirements)**

### **1.1. Composition of the SIU**

The Special Investigating Unit consists of one (1) Head Office in Pretoria and **ten (10) provincial offices** as follows:

- 1.1.1. Gauteng Provincial Office (incorporating Head Office),
- 1.1.2. Eastern Cape Provincial Office (East London),
- 1.1.3. Eastern Cape Provincial Office (Mthatha Office),
- 1.1.4. Western Cape Provincial Office,
- 1.1.5. KwaZulu Natal Provincial Office,
- 1.1.6. Free State Provincial Office,
- 1.1.7. Northwest Provincial Office,
- 1.1.8. Northern Cape Provincial Office,
- 1.1.9. Limpopo Provincial Office, and
- 1.1.10. Mpumalanga Provincial Office.

### **1.2. Current staff compliments for the SIU**

1.2.1. The combined national staff complement is **+ - 681** (Six hundred and eighty-one) and is expected RFP: 013/09/2023/FIN -Travel Management Services

to grow to **900** over the medium term. The composition of SIU staff is diverse and complex in nature and includes a variety of skilled and semi-skilled professions including but not limited to forensic lawyers & advocates, forensic investigators, forensic accountants, forensic cyber examiners, forensic data analysts, administration clerks, support staff for Finance, Human Resources, Information Technology, a Project Management Office, Risk and Internal Audit, Communications, and administrative staff. The current organisational structure also allows for 13 Executive Members (ExCO), including the Head of the Unit.

1.2.2. There are roughly **87** individual job titles across 19 Patterson grading levels.

### 1.3. Background of the Current Process

1.3.1. The SIU currently uses an off-site Travel Management Company (TMC) to manage the travel request and travel expenses processes within the travel management life cycle. The travel request process is currently semi-automated and in the process of going fully automated. The travel request is manually captured on Travel Request Forms that go through a manual authorization/approval process and forwarded to the SIU's travel bookers/coordinators. The requests are then forwarded to the TMC via email and once the travel arrangements are completed and confirmed by the TMC, the travel authorization form is captured by the bookers and sent through to the Supervisor for approval.

#### 1.3.2. Travel Volumes

**The current SIU's total volume per annum includes air travel, accommodation, car hire, etc. The table below details the number of transactions for the 2022/23 Financial year Excluding Service Fee as follows:**

Description	Number of Transactions	Total costs
Accommodation	2994	11 800 713
Car & Taxi Hire	1938	4 173 561
International Travel - Car & Taxi Hire	22	81 662
International Travel - Travel Insurance	22	9 675
International Travel- Accommodation	13	401 543
International Travel- Subsistence	4	38 584
International Travel-Air Fares	27	574 123
Local Air Fares	1132	8 059 311

**Grand Total**

**6152**

**25 139 173**

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#### **1.4. Intended purpose.**

The primary objective of issuing this RFP is to enter into an agreement with a successful bidder located within the borders of South Africa who will achieve the following:

- a. To provide the SIU with travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with service levels.
- b. Achieve significant cost savings for the SIU without any degradation in the services.
- c. Appropriately contain SIU's risk and traveller's risk.

#### **1.5. Service Requirement**

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

#### **1.6. General**

- a. The travel services will be provided to all the SIU Travellers travelling domestic, regional, and international. This will include employees, contractors, consultants, and clients where the agreement is that the SIU is responsible for the cost of travel.
- b. Provide travel management services during normal office hours (Monday to Friday- 08h00 to 17h00) and provide after-hours and emergency services.
- c. The TMC must be familiar with current SIU travel business processes.
- d. The TMC must be familiar with current travel suppliers and negotiated agreements that are in place between the SIU and third parties. Assist with further negotiation for better deals with travel service providers.
- e. The TMC must be familiar with current SIU's Travel Policy and implementation of controls to ensure compliance.
- f. Penalties incurred because of the inefficiency or fault of a travel consultant will be for the TMC's account subject to the outcome of a formal dispute process.
- g. Provide a facility for SIU to update their travellers' profiles.
- h. Manage third party service providers by addressing service failures and complaints against these service providers.

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- i. Consolidate all invoices from travel suppliers.
- j. Provide a detailed transition plan for implementing the service without service interruptions.

### **1.7. Reservations**

The Travel Management Company will:

- a. Receive travel requests from travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveller via the agreed communication medium.
- b. Upon implementation of the SIU's access to the TMC's online booking tool it will be the responsibility of the travel bookers and the TMC to source quotations, confirm availability and send the necessary travel documentation to the travellers, depending on the allocation between online and traditional bookings.
- c. Always endeavour to make the most cost-effective travel arrangements.
- d. Appraise themselves of all travel requirements for destinations to which travellers will be travelling and advise the travel bookers of alternative plans that are more cost effective and more convenient where necessary.
- e. Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- f. Book the negotiated discounted fares and rates where possible.
- g. Book parking facilities at the airports where required for the duration of the travel.
- h. Respond timely and process all queries, requests, changes, and cancellations timeously and accurately without any unnecessary delays.
- i. Must be able to facilitate group bookings (e.g., for meetings, conferences, events, etc.).
- j. Must issue all necessary travel documents, itineraries, and vouchers timeously to traveller(s) prior to departure dates and times.
- k. Advise the Travel Bookers and Traveller(s) of all visa and immunisation requirements well in advance.
- l. Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- k. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- l. Facilitate the bookings that are generated through their own- or third-party Online Booking Tool

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(OBT) where it can be implemented.

- m. Note that, unless otherwise stated, all cases include domestic, regional, and international travel bookings.
- n. Visa applications will not be the sole responsibility of the TMC; however, the relevant information must be supplied to the traveller(s) where visas will be required.
- o. Negotiated airline fares, accommodation establishment rates, car rental rates, etc, which are negotiated directly or established by National Treasury or by SIU are non-commissionable, where commissions are earned for SIU bookings all these commissions should be returned to the SIU on a quarterly basis.
- p. Ensure confidentiality in respect of all travel arrangements.
- q. Timely submission of proof that services have been satisfactorily delivered (invoices) as per SIU's instructions.
- r. The full itinerary including accommodation, airline and car hire must be delivered electronically (SMS and Email format) to the travellers.
- s. The TMC will obtain price comparisons with the maximum allowable rate matrix in accordance with National Treasury Instruction Note on Cost Containment measures.
- t. The TMC must assist catering for special individual traveller's dietary requirements for Air Travel and Accommodation.

### **1.8 Air Travel**

- a. The TMC must be able to book full-service carriers as well as low-cost carriers.
- b. The TMC must book the most cost-effective airfares possible for domestic travel.
- c. For international flights, the airline which provides the most cost effective and practical routings may be used.
- d. The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- e. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- f. 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.

- g. The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- h. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- i. Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.).
- j. Assist with lounge access when required.

### **1.9 Accommodation**

- a. The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller, this includes planning, booking, confirming, and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with SIU's travel policy.
- b. SIU's travellers will preferably stay at accommodation establishments with which SIU has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the preferred establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National Treasury or SIU.
- c. The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.
- d. Cancellation of accommodation bookings must be done promptly to guard against no shows and late cancellation fees.

### **1.10 Car Rental and Shuttle Services**

- a. The TMC will book the approved category vehicle in accordance with the SIU's Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel, and venue).
- b. The TMC should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.
- c. The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages, and accidents, etc.

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- d. For international travel, the TMC may offer alternative ground transportation to the Traveller that may include rail, buses, and transfers.
- e. The TMC will book transfers in line with the SIU's Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- f. The TMC should manage shuttle companies on behalf of the SIU and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- g. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.
- h. The TMC must ensure that shuttle services are used on a rotational basis.

### **1.11 After Hours and Emergency Services**

- a. The TMC must provide a consultant or team of consultants (not necessarily dedicated to SIU only) to assist with after hours, emergency reservations and changes to travel plans.
- b. An Account Manager must be provided to escalate after hours, and emergency services queries not attended to. The Account Manager to whom unresolved after hours and emergency services queries are escalated to, does not necessarily have to be dedicated to SIU only.
- c. 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.
- d. A call centre facility or after hours contact number should be available only to travel bookers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- e. The TMC must have a standard operating procedure for managing after hours and emergency services, this must include purchase order generation of the request within 24 hours.

### **1.12 Communication**

- a. The TMC may be requested to conduct workshops and training sessions for Travel Bookers of the SIU.
- b. All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.
- c. The TMC must ensure sound communication with all stakeholders.

### **1.13 Financial Management**

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- a. The TMC must implement the most economic rates with travel service providers in accordance with the maximum allowable rates established by the National Treasury where applicable.
- b. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to SIU for payment within the agreed time.
- c. Enable savings on total annual travel expenditure and this must be reported, and proof provided during monthly and quarterly reviews.
- d. The TMC will be required to offer a **30-day** bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices SIU for the services rendered.
- e. In practice, the SIU has been paying invoices within 30 days, where there are no queries on invoices. The TMC's account will be settled within **60 days from a contractual point of view**, provided the invoices are submitted in the correct format, with the required supporting documentation.
- f. 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 (in the proposed service level agreement, faster payment terms by the SIU will be negotiated with the bidder).

#### **1.14 Consolidate Travel Supplier bill-back invoices.**

- a. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to SIU's Finance Department on the agreed time (e.g., weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
- b. The TMC to submit electronic invoices to the SIU in terms of the Purchase Order submitted. Purchase orders to be issued per person per segment (airfares, accommodation, shuttles, car-hire)
- c. A separate account for losses/damages/accidents because of hired vehicles should be opened by the TMC. TMC is expected to assist SIU with investigations prior to payment of the claim and all relevant documents as follows:
  - signed rental agreement by the driver together with a pre and post vehicle inspection form.
  - signed accident report form by the driver.
  - copies of photos of the damage
  - at least three (3) quotations for repairs and/or a detailed motivation why three (3) quotes cannot be provided and

- Report of investigation done by the TMC and the hired car company.

### **1.15 Technology, Management Information and Reporting**

- The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.
- All management information and data input must be accurate.
- The TMC will be required to provide the SIU with a minimum of three (3) standard monthly reports that are in line with the National Treasury's Cost Containment Instructions reporting template requirements at no cost.
- Reports must be accurate and be provided as per SIU's specific requirements at the agreed time. Information must be available on a transactional level that reflect detail including the name of the traveller, date of travel,
- spend category (example air travel, shuttle, accommodation).
- SIU may request the TMC to provide additional management reports.
- 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.
- Reports must be available in an electronic format for example Microsoft Excel.
- Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:

#### **a. Travel**

- After hours' Report.
- Compliments and complaints.
- Consultant Productivity Report.
- Long term accommodation and car rental.
- Extension of business travel to include leisure.
- Upgrade of class of travel (air, accommodation, and ground transportation).
- Bookings outside Travel Policy.

#### **b. Finance**

- Reconciliation of commissions/rebates or any volume driven incentives.

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- Creditor's ageing report.
- Creditor's summary payments.
- Daily invoices.
- Reconciled reports for monthly statement.
- No show reports.
- Cancellation report.
- Receipt delivery report.
- Monthly bank settlement plan (BSP) Report.
- Refund Log.
- Open voucher report, and
- Open Age Invoice Analysis.

### **c. Online Booking tool (OBT)**

The TMC must have their own Online Booking Tool (OBT) where SIU bookers can access, request and book official business trips online. The OBT must have at least the following minimum functionality, but not limited to:

- a. Profile creation for travellers.
- b. Online access to view travel services, i.e., accommodation, car rental, flights availability.
- c. Live travel reservations for point to point and apply best rates.
- d. Apply all corporate agreed airline discounts on flight bookings.
- e. Name change, route change and flight change functionality.
- f. Enforce travel policy and detect "out of policy" activities.
- g. Provide monthly reports and/or raw data for back office.
- h. Workflow approval with capability to send booking confirmation via email or SMS.
- i. Example of available reporting

## **1.16 Account Management**

- a. An Account Management structure should be put in place to respond to the needs and requirements of the SIU and act as a liaison for handling all matters regarding delivery of services in terms of the contract.
- b. The TMC must appoint a dedicated Account Manager that is ultimately responsible for the management of the SIU's account.

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- c. The necessary processes should be implemented to ensure good quality management and always ensuring Traveller satisfaction.
- d. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- e. Ensure that the SIU's Travel Policy is enforced.
- f. The Service Level Agreement (SLA) must be managed, and customer satisfaction surveys conducted to measure the performance of the TMC.
- g. Ensure that workshops / training is provided to Travellers and / or Travel Bookers.
- h. During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

### 1.17 Value Added Services

The TMC should provide the following value-added services:

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

- Health warnings.
- Weather forecasts.
- Places of interest.
- Visa information.
- Travel alerts.
- Location of hotels and restaurants.
- Information including the cost of public transport.
- Rules and procedures of the airports.
- Business etiquette specific to the country.
- Airline baggage policy; and
- Supplier updates
- For International and Regional Travel: Advice on the suitability and quality of accommodation.
- Electronic voucher retrieval via web and smart phones.
- SMS notifications for travel confirmations.
- Travel audits.
- Global Travel Risk Management.
- VIP services for Executives that include but is not limited to check-in support.

- Advise on International Travel: Mode of Transportation options from Airports to Hotels and other Venues.
- Access to Airport Lounges options.
- Potential Loyalty Programmes, e.g., Car Rental Operators, Airlines, Accommodation, etc.
- Smart Phone APP to monitor travel arrangements for individual travellers will be an added advantage.

### **1.18 Cost Management**

- a. The National Treasury cost containment initiative and SIU's Travel Policy is establishing a basis for a cost savings culture.
- b. It is the obligation of the TMC's Consultant/s to always advise on the most cost-effective option, and costs should be within the framework of the National Treasury's cost containment instructions.
- c. 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.
- d. 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 SIU'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.

### **1.19 Quarterly and Annual Travel Reviews**

- a. Quarterly reviews are required to be presented by the TMC on all SIU's travel activity in the previous three-month period. These reviews are comprehensive and presented to SIU's Procurement and Finance teams as part of the performance management reviews based on the service levels.
- b. Annual Reviews are also required to be presented to SIU's Senior Executives.

### **1.20 Office Management**

The TMC must ensure high quality service is always delivered to the SIU's travellers. The TMC is required to provide the SIU with highly skilled and qualified human resources of the following roles but not limited to:

- a. VIP Consultant – to deal with priority bookings.
- b. Senior Consultants
- c. Intermediate Consultants
- d. Junior Consultants
- e. Travel Manager (Operational)
- f. Finance Manager / Branch Accountant

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- g. Admin Back Office (Creditors / Debtors/Finance Processors)
- h. Strategic/Key Account Manager
- i. System Administrator (General Admin)

### 1.21 Volume driven incentives

- a. It is important for TMC to note the following when determining the pricing:
- b. National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers.
- c. No override commissions earned through SIU's reservations will be paid to the TMCs.
- d. An open book policy will apply, and any commissions earned through the SIU's volumes will be reimbursed to SIU.
- e. TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

### 1.22 Business Continuity Plan

- f. The bidder must ensure that they have a Business Continuity Plan with the aim to address system downtime and back up recovery of information, times, maintenance period.

Evaluation Requirements and stages	
	Evaluation Criteria
	<p>SIU promotes the concept of "best value" in the award of contracts, as opposed to merely looking for the cheapest price, which does not necessarily provide the best value. Best value incorporates the expertise, experience and technical proposal of the organization and individuals who will be providing the service and the organizational capacity supporting the project team.</p> <p>SIU is committed to achieving the government's transformation objectives in terms of the Preferential Procurement Policy Framework Act (PPPFA) and Preferential Regulation 2022, SIU's Supply Chain Management Policies and National Treasury Practice and instruction note (s).</p> <p>In determining a winning competitive bid, points must be calculated and given to respective bidders. 80 points are allocated towards price. 20 points are allocated towards bidders who assist in meeting the SIU's specific goals. The extent to which a bidder is able to assist the SIU in achieving its specific</p>

goals, which include the promotion of historically disadvantaged individuals, will be calculated in terms of:

In addition, the following specific goal will earn an additional two (2) points: More than 50% Black owned shareholding.

The value of this bid is estimated not to exceed R50 000 000 (all applicable taxes included) and therefore either preference 80/20 system shall be applicable. (This is by no means the budget of the project but the process threshold as per PPPFA)

The procedure for the evaluation of responsive bids is functionality (quality) and Price, special goal, and Preferences. The evaluation of the bids will be conducted as follows:

- **Stage 1:** Bidders warrant that their bid/proposal documents have, as a minimum, the specified documents required for evaluating their proposals. On the tables above, the SIU provided the Returnable Document Checklist listing these including which documents are GO/NO GO to the bidders.
- The SIU evaluates only bids responses that are 100% acceptable in terms of the Administrative compliance requirements. The SIU disqualifies bidders not compliant with the Administrative compliance requirements, to proceed further for Stage 2.
- **Stage 2: Phase One**  
The first assessment of quality will be done in terms of the evaluation criteria, evaluated **in Two Phases**. and the minimum threshold of 37.5 points for Phase One and 37.5 points for phase Two as explained below. A bid will be disqualified if it fails to meet the minimum threshold for functionality as per the bid invitation.
- **Stage 2: Phase Two**  
Presentation will be conducted to service provider who scored minimum of **37.5 points under Phase One**; Site Visit and presentation will be conducted to bidders meeting the minimum score of 37.5 requirements of the presentation, will proceed to stage 3).
- **Stage 3:** Bids that meet the minimum threshold of **37.5 points under Phase Two (in practice it means that the bidder that made both the minimum threshold of 37.5 under Phase one and subsequently, also made the minimum threshold of 37.5 points under Phase two) (Presentation Evaluation)** will be assessed further on price, special goals, and preference.

## Phase 2: Functionality

**Table 2: Technical Evaluation Criteria**

### Summary of Evaluation Criteria

NO	EVALUATION CRITERIA	MAXIMUM POINTS
<b>DESKTOP EVALUATION</b>		
1	Company 's Experience	15
2	Capacity	15
3	Experience of Dedicated Account Manager	10
4	Experience of Travel Consultant	10
<b>THRESHOLD</b>		<b>37.5</b>
<b>TOTAL: DESKTOP</b>		<b>50</b>
<b>PRESENTATION EVALUATION</b>		
1	Management of all reservations / bookings	25
2	Management of all Refunds	5
3	Management of Queries and Complaints Resolutions	5
4	After Hours Services	5
5	Management of invoice submission	10
<b>THRESHOLD</b>		<b>37.5</b>
<b>TOTAL: PRESENTATION</b>		<b>50</b>
<b>TOTAL POINTS</b>		<b>100</b>

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## 2.1 Phase One: Desktop Evaluation

#	Evaluation Criteria	Documents / Artifex for Evaluation	Scoring Criteria	Maximum points
<b>Phase One: Desktop Evaluation</b>				
1	Company 's Experience: The bidder must provide demonstrable experience in Travel Management Services.	<b>Reference Letters</b> Criteria of Reference Letters: <ul style="list-style-type: none"> <li>Reference letter dated on or after 1 April 2018.</li> <li>Positive reference letter confirming company experience in Travel Management Services (e.g., "satisfactory" or similar wording)</li> <li>Reference letter on the referee's letterhead</li> </ul>	No complying Reference Letter submitted = <b>0 point</b> One (1) - three (3) reference letters = <b>5 points</b> Four (4) - five (5) reference letters = <b>10 points</b> More than Five (5) reference letters = <b>15 points</b>	<b>15</b>
2	Capacity: The bidder must demonstrate/submit proof that they have sufficient capacity to	<b>Travel transaction report from the bidders Travel management system for period of 12 months, and combined for all the bidders' clients,</b>	No report = <b>0 point</b>	<b>15</b>

#	Evaluation Criteria	Documents / Artifex for Evaluation	Scoring Criteria	Maximum points
	<p>service the needs of the SIU, in terms of being able to process number of transactions.</p> <p>Note: Report for all clients must be added together to determine total number volumes of transaction. <b>(This will be evaluated against documentary proof provided during Phase 1 but will be confirmed during Phase 2 where the bidder must be able to demonstrate by extract/generating a report from the Travel management system confirming the number of transactions (Same number of transactions that were submitted for the bid)</b></p>	<p><b>excluding service fees (fields can indicate type of transaction, e.g. traveller details, accommodation/flights/car hire, etc</b></p>	<p>Report indicating &lt; 9,000 transactions per annum = <b>5 points</b></p> <p>Report indicating &gt;9,000 =&lt;18,000 transactions per annum = <b>5 points = 9 points</b></p> <p>Report indicating &gt;,18,000 =&lt;30,000 transactions per annum = <b>12 points</b></p> <p>Report indicating &gt;30,000 transactions per annum = <b>15 points</b></p>	

#	Evaluation Criteria	Documents / Artifex for Evaluation	Scoring Criteria	Maximum points
3	<p>Years of Experience: Dedicated Account Manager.</p> <p>Only supervisory/management years of experience in the Travel Management or Tourism Management will be considered for evaluation.</p> <p><b>Note:</b> the bidder must clearly mark or indicate the Curriculum Vitae to be evaluated for the Dedicated Account Manager.</p>	<b>Curriculum Vitae (CV)</b>	Less than one (1) year supervisory/management experience in the Travel Management or Tourism Management = <b>0 point</b>	<b>10</b>
			One (1) - three (3) years' supervisory/management experience in the Travel Management or Tourism Management = <b>3 points</b>	
			Above three (>3) - five (5) years' supervisory/management experience in the Travel Management or Tourism Management = <b>6 points</b>	
			Above five (>5) years' supervisory/management experience in the Travel Management or Tourism Management = <b>10 points</b>	
4	Experience of Travel Consultant(s) - only years of experience in the Travel	<b>Curriculum Vitae (CV)</b>	Less than one (1) year consultant(s) experience in the Travel Management or Tourism Management or related = <b>0 point</b>	<b>10</b>



#	Evaluation Criteria	Documents / Artifex for Evaluation	Scoring Criteria	Maximum points
	<p>Management or Tourism Management will be considered for evaluation.</p> <p><b>Note:</b> the bidder must clearly mark or indicate the Curriculum Vitae to be evaluated for the Proposed Consultant to be evaluated.</p>		<p>One (1) year consultant (s) experience in the Travel Management or Tourism Management or related = <b>2 points</b></p> <p>Above one (&gt; 1) - three (3) years' consultant(s) experience in the Travel Management or Tourism Management or related = <b>6 points</b></p> <p>Above three (&gt; 3) years' consultant(s) experience in the Travel Management or Tourism Management or related = <b>10 points</b></p>	
<b>Phase two: Presentation</b>				
1	<p><b>Management of all reservations / bookings</b></p> <p>The bidder must demonstrate their Online Booking Tool (OBT)</p>	<ul style="list-style-type: none"> <li>Online access to view travel services, i.e., accommodation, car rental and flights availability.</li> <li>Live travel reservations for point to point and apply the best rates, i.e., car hire, accommodation, flights, and shuttle.</li> </ul>	<p><b>0 point</b>= No Online Booking Tool.</p> <p><b>5 points</b>= Online access to view travel services, i.e., accommodation, car rental and flights availability.</p> <p><b>0 point</b>= No live travel reservations</p>	<b>25 points</b>

#	Evaluation Criteria	Documents / Artifex for Evaluation	Scoring Criteria	Maximum points
			<b>5 points</b> = Live travel reservations for point to point and apply the best rates, i.e., car hire, accommodation, flights, and shuttle.	
		<ul style="list-style-type: none"> <li>Direct interface in the backend with at least one of the Global Distribution Systems (GDS)</li> </ul>	<b>0 point</b> = No Direct interface  <b>5 points</b> = Direct interface in the backend with at least one of the Global Distribution Systems (GDS).	
		<ul style="list-style-type: none"> <li>Workflow approval with capacity to send booking confirmations via email and SMS.</li> </ul>	<b>0 point</b> = No Workflow approval  <b>5 points</b> =Workflow approval with capacity to send booking confirmations via email and SMS.	
		<ul style="list-style-type: none"> <li>Example of available reporting</li> </ul>	<b>0 point</b> = No Reporting examples available  <b>5 points</b> = Example of available reporting	
2	<b>Management of all refunds and non-refundable airline tickets</b>  The bidder has described the refund process flow and how	Refund process flow of how refundable tickets will be managed i.e., <ul style="list-style-type: none"> <li>Refund register,</li> <li>Refund Status (where in the refund process)</li> </ul>	<b>0 point</b> = No information or partial information provided.	<b>5 points</b>

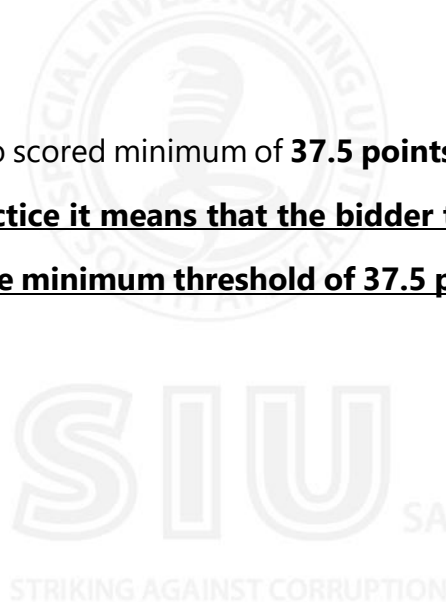
#	Evaluation Criteria	Documents / Artifex for Evaluation	Scoring Criteria	Maximum points
	unused non-refundable airline tickets will be managed	<ul style="list-style-type: none"> <li>Completeness (completeness of the register, i.e., ensuring that all the tickets are included on the Register)</li> </ul>	<b>5 points</b> = Refund Process Flow included Refund Register, Refund Status and Completeness check.	
3	<b>Management of Queries and Complaints Resolution including management of escalations</b>	<ul style="list-style-type: none"> <li>The bidder has described how the queries and complaints resolution process will be handled within 24 hours.</li> <li>The bidder has provided a Clear Escalation structure for queries and complaints.</li> </ul>	<p><b>0 point</b> = No queries and complaints resolution and management of escalations process in place.</p> <p><b>1 point</b> = The bidder has described how the queries and complaints resolution process will be handled and resolved after 24 hours.</p> <p><b>2 points</b> = The bidder has described how the queries and complaints resolution process will be handled within 24 hours.</p> <p><b>2 points</b> = The bidder has provided a Clear Escalation structure for queries and complaints</p>	<b>5 points</b>
4	<b>Call Centre /After-hours/Emergency Services</b>	<ul style="list-style-type: none"> <li>Availability of a 24-7 hours 365 days Call Centre/After-Hours/Emergency Services</li> </ul>	<b>0 point</b> = No 24-7 hours, 365 days Call Centre/After-Hours/Emergency Services.	<b>5 Points</b>

#	Evaluation Criteria	Documents / Artifex for Evaluation	Scoring Criteria	Maximum points
	The bidder must demonstrate the availability of the Call Centre/After-Hours/Emergency Services	<ul style="list-style-type: none"> <li>Call Centre/After-Hours/Emergency Services fully equipped with the necessary technology (call recorders, reports)</li> <li>Escalation to an account manager in the even of issues not being resolved (account manager not necessarily dedicated to SIU only)</li> </ul>	<p><b>1 Point</b> = availability of 24-7 hours, 365 days Call Centre/After-Hours/Emergency Services.</p> <p><b>2 points</b> = Fully equipped Call Centre/After-Hours/Emergency Services with the necessary technology (call recorders and reports).</p> <p><b>2 points</b>= fully equipped call centre with the necessary technology <b>and</b> escalation to an account manager in the event of issues not been resolved (not necessarily dedicated to SIU only).</p>	
5	<p><b>Management of invoice submission</b></p> <p>The bidder must demonstrate how the invoicing process and submission to the SIU will be managed.</p>	<p>The bidder must demonstrate how the invoicing process and submission to the SIU will be managed to ensure the following:</p> <ul style="list-style-type: none"> <li>Invoices will be submitted electronically as per P/O issued, per segment per traveller.</li> <li>A Trip Authorisation Number will be linked to all invoices for the trip, i.e., for all members.</li> </ul>	<p><b>0 point</b> = invoices cannot be submitted electronically.</p> <p><b>3 points</b>= Invoices will be submitted electronically as per P/O issued, per segment per traveller.</p> <p><b>3 points</b>= A Trip Number will be linked to all invoices for the trip, i.e., for all members.</p>	<b>10 points</b>

#	Evaluation Criteria	Documents / Artifex for Evaluation	Scoring Criteria	Maximum points
		<ul style="list-style-type: none"> <li>Invoices can be submitted electronically, in the format requested by the SIU to import into the accounting system as per <b>Annexure B</b></li> </ul>	<b>4 points</b> = Invoices can be submitted electronically, in the format requested by the SIU to import into the accounting system.	
Bidders are required to score a minimum of 75 percent (37.5 points) to proceed further for Price and B-BBEE				

### **Phase Three: Presentation and Site Visit**

This phase will only be conducted to the bidders who scored minimum of **37.5 points** under Phase Two. Bidders must obtain a minimum of **37.5 points** to move to Price and B-BEE. **(in practice it means that the bidder that made both the minimum threshold of 37.5 under Phase one and subsequently, also made the minimum threshold of 37.5 points under Phase two) to finally move to price, special goals, and BEE.**



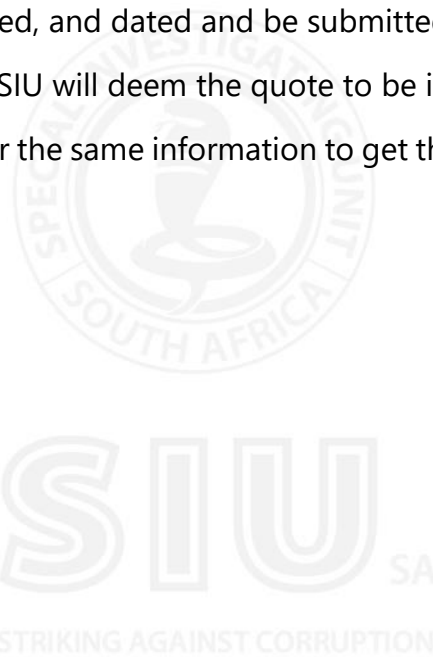
## PRICING DETAIL

### SBD 3.1

**OFFER TO BE VALID FOR 120 DAYS FROM 23 October 2023** (THE CLOSING DATE OF BID).

The bidders are required to complete **Annexure A – Pricing Schedule**.

- The Pricing Schedule must be printed out, signed, and dated and be submitted as part of the returnable documents.
- If a price quotation does not indicate VAT, the SIU will deem the quote to be inclusive of VAT if the bidder is VAT registered.
- The SIU reserves the right to recalculate or enter the same information to get the overall in cases where the information is provided on the excel spreadsheet.



<b><u>Pricing Detail 2</u></b>	
	SBD 3.1 - Pricing Schedule for the Duration of the Contract
	<b>NOTE</b>
	PRICES SUBMITTED FOR THIS BID WILL BE REGARDED AS NON-FIRM CONSISTING OF FIRM PRICES AT DATE OF BID SUBJECT TO ADJUSTMENT(S) IN TERMS OF THE FOLLOWING FORMULA, DEFINED AREAS OF COST AND DEFINED PERIODS.
	Bidders must complete the section "Non-Firm Prices Subject to Escalation" if applicable and/or the section "Prices Subject to Rate of Exchange Variations" if applicable. Where neither of these sections are completed, the unit prices are deemed "Firm Unit Pricing"
	In cases where different delivery points influence the pricing, a separate pricing schedule must be submitted for each delivery point
	Price quoted is fully inclusive of all costs including delivery to the specified SIU Business Unit geographical address and includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions, and skills development levies.
	Detailed information i.e., costed bill of quantities is optional and is provided as annexure to the details provided
	The SIU accepts no changes, extensions, or additional ad hoc costs to the pricing conditions of the contract once both parties have signed the contract.
	The amount should be inclusive of rates and taxes
	Schedule of Prices shall be completed and signed in black ink. Corrections must be done by deleting, rewriting, and initialling next to the amendment. No correction ink is permitted in the document.
	Guarantees, warranties and replacement must be included
	Pricing is subject to the addition of Preference Points as stipulated in below – Standard Bidding Document 6.1 Preference claim form.
	<b>WHERE QUANTITIES AND/OR SERVICES ARE REQUIRED AS AND WHEN NEEDED, THE ESTIMATION PRICE MODEL BELOW APPLIES (THE QUANTITIES PROVIDED ARE FOR QUOTING PURPOSES ONLY)</b>
	The SIU utilises the following price model to model the elements that are not certain at time of pricing to allow for a fair, comparable, and objective price competition leading to the award of this contract. The actual usage during the management of the contract determines the final contract value.
	<b><u>Preference Points Claimed (SBD 6.1)</u></b>
	<b>NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022.</b>
	In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

	<p>The following preference point systems are applicable to all bids:</p> <ul style="list-style-type: none"> <li>a) the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and</li> <li>b) the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).</li> <li>c) Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received</li> </ul>										
S	<p>The value of this bid is estimated not to exceed R 50 000 000 (all applicable taxes included) and therefore the preference point system below shall be applicable.</p>										
	<p>The maximum points for this tender are allocated as follows:</p> <p><b>Table1</b></p> <table border="1"> <thead> <tr> <th></th><th>POINTS</th></tr> </thead> <tbody> <tr> <td><b>PRICE</b></td><td><b>80</b></td></tr> <tr> <td><b>B-BBEE STATUS LEVEL OF CONTRIBUTOR</b></td><td><b>18</b></td></tr> <tr> <td><b>SPECIFIC GOALS</b></td><td><b>2</b></td></tr> <tr> <td><b>Total points for Price and SPECIFIC GOALS</b></td><td><b>100</b></td></tr> </tbody> </table>		POINTS	<b>PRICE</b>	<b>80</b>	<b>B-BBEE STATUS LEVEL OF CONTRIBUTOR</b>	<b>18</b>	<b>SPECIFIC GOALS</b>	<b>2</b>	<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>
	POINTS										
<b>PRICE</b>	<b>80</b>										
<b>B-BBEE STATUS LEVEL OF CONTRIBUTOR</b>	<b>18</b>										
<b>SPECIFIC GOALS</b>	<b>2</b>										
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>										
	<p>Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.</p>										
	<p>The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.</p>										





### POINTS AWARDED FOR SPECIFIC GOALS

In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

B-BBEE Status Level of Contributor	Number of Points
1	18
2	14
3	12
4	10
5	8
6	6
7	4
8	2
Non-compliant contributor	0
<b>Additional Specific goal</b>	
More than 50% Black ownership	2
<b>Total Number of Possible Points</b>	<b>20</b>

3.1. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system: or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- (c) then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

The preference points evaluation of the responsive bids will be evaluated in terms of the 80/20 preference points systems, where the 80 points will be used for price and the 20 points (including the specific goal) will be awarded to a bidder for attaining the B-BBEE status level of contributor.

**Table 2: Specific goals for the tender and points claimed are indicated per the table below.**

**(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)**

**Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)**

**Table:2**

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed. (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
More than 50% Black ownership		2		

#### **DECLARATION WITH REGARD TO COMPANY/FIRM**

3.2. Name of company/firm.....

3.3. Company registration number: .....

3.4. TYPE OF COMPANY/ FIRM

☐ Partnership/Joint Venture / Consortium

☐ One-person business/sole propriety

☐ Close corporation

☐ Public Company

☐ Personal Liability Company

☐ (Pty) Limited

☐ Non-Profit Company

☐ State Owned Company

[TICK APPLICABLE BOX]

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

i) The information furnished is true and correct.

ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form.

iii) In the event of a contract being awarded as a result of points claimed, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct.

<p>iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –</p> <p>(a) disqualify the person from the tendering process.</p> <p>(b) recover costs, losses, or damages it has incurred or suffered as a result of that person's conduct.</p> <p>(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.</p> <p>(d) recommend that the tenderer or contractor, its shareholders, and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the audi alteram partem (hear the other side) rule has been applied; and</p> <p>(e) forward the matter for criminal prosecution, if deemed necessary.</p>	
<div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>.....</p> <p><b>SIGNATURE(S) OF TENDERER(S)</b></p> <p><b>SURNAME AND NAME:</b></p> <p>.....</p> <p><b>DATE:</b> .....</p> <p><b>ADDRESS:</b> .....</p> <p>.....</p> </div>	
<p><b>BID DECLARATION: B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF THE ABOVE TABLE:</b></p>	
B-BBEE Status level claimed	
Preference Points claimed	
<p><b>BID DECLARATION: SUB-CONTRACTING</b></p>	
Will any portion of the contract be sub-contracted?	<b>YES / NO</b>
If Yes, indicate:	
What percentage of the contract will be subcontracted?	
Names of the sub-contractor	
The B-BBEE status level of the sub- contractor	
Whether the sub-contractor is an EME?	<b>YES / NO</b>

I/we, the undersigned, who is/are duly authorized to do on behalf of the company/firm, certify that the points claimed, based on the B-BBEE status level of contribution of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I/we acknowledge that:

- The information furnished is true and correct.
- The preference points claimed are in accordance with the Preferential Procurement Policy Framework Act and its Regulations.
- In the event of a contract being awarded as a result of points claimed as shown above, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct.

If the B-BBEE status level of contribution has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

- Disqualify the Bidder from the bidding process.
- Recover costs, losses, or damages it has incurred or suffered as a result of that Bidder's conduct.
- Cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.
- Restrict the Bidder or contractor, its shareholders, and directors, or only the shareholders and directors who acted on a fraudulent basis, from obtaining business from any organ of state for a period not exceeding ten (10) years, after the audi alteram partem (hear the other side) rule has been applied; and forward the matter for criminal prosecution; and Forward the matter for criminal prosecution.



## **Due Diligence Requirements**

### **Written References from South African Revenue Services for either companies not registered in South Africa or do not have a local registered subsidiary**

Bidder is required to provide evidence of good standing with their tax office (overseas and local).

Where the bidder is a South African citizen and meets the threshold for tax registration, the Central Supplier Database registration provided the verification of the bidder's tax status. Foreign bidders, where they have a South African legal registered entity, must comply with this requirement.

Where the foreign bidders do not have a South African legal entity, they are exempt from this requirement. For due diligence, where their country of residence has the same requirement of tax status, a copy of that certificate should be provided.

### **DECLARATION**

I, the undersigned (NAME)..... certify that the information furnished above is correct.

I accept that SIU may reject the bid or act against me in terms of Paragraph 23 of the General Conditions of Contract should this declaration prove to be false.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

### **SBD 4 - BIDDER'S DISCLOSURE**

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

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

Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise employed by the state?

**YES/NO**

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

<p>If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.</p> <table border="1"> <thead> <tr> <th>Full Name</th> <th>Identity Number</th> <th>Name of State institution</th> </tr> </thead> <tbody> <tr><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td></tr> </tbody> </table>			Full Name	Identity Number	Name of State institution																		
Full Name	Identity Number	Name of State institution																					
<p>Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution?</p> <p>If so, furnish particulars:</p> <p>.....</p> <p>.....</p>		YES/NO																					
<p>Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?</p> <p>If so, furnish particulars:</p> <p>.....</p> <p>.....</p>		YES/NO																					
<p><b>1. DECLARATION</b></p> <p>I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:</p> <p>1.1. I have read and I understand the contents of this disclosure.</p> <p>1.2. I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect.</p>																							

- 1.3. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement, or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 1.4. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 1.5. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 1.6. There have been no consultations, communications, agreements, or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 1.7. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.  
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF

PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND  
COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS  
DECLARATION PROVE TO BE FALSE.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

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

DECLARATION	
I, the undersigned (NAME)..... certify that the information furnished above is correct.	
I accept that SIU may reject the bid or act against me in terms of Paragraph 23 of the General Conditions of Contract should this declaration prove to be false.	
..... Signature	..... Date
..... Position	..... Name of bidder

Special Conditions for Managing Contractual Obligations	
1. Contract Management	1.1. The SIU manages this contract fairly and objectively in accordance to the terms and conditions set out in this document.
2. Contract Manager	2.1. The SIU appoints a contract manager and notifies the other party in writing of the name and contact details of the appointed contract manager.
3. Contract Communication	3.1. The SIU communicates all communications in writing as well as through email. 3.2. The SIU maintains all contract documentation, correspondence, etc. in a defined contract file open for inspection. 3.3. The SIU states the contract number with secondary reference numbers i.e., purchase numbers on all communication, documentation such as purchase orders issued, etc. The SIU will consider any communication without the contract number on as not being legal communication between the parties and not enacted on by either party as a protection against fraud.
4. Communicating "As and When" in terms of the specific contract clauses	4.1. Where prices and/or availability need to be confirmed, a request for an updated detail quotation/information is issued. 4.2. Where specific procurement items as specified in the contract are required, the SIU issues a purchase order stating the contract number for the requirement. 4.3. Such purchase order has the following detail (s) (where this is not provided, the purchase order is not a valid communication in terms of this contract): 4.3.1. Purchase Order Number 4.3.2. Contract Number 4.3.3. Quantity 4.3.4. Description of the required procurement. Where detailed, reference must be made to the relevant technical document attached. 4.3.5. Catalogue number if applicable.



	<p>4.3.6. Unit price per this contract.</p> <p>4.3.7. Delivery Date.</p> <p>4.3.8. Business unit code; and</p> <p>4.3.9. The specific delivery site.</p> <p>5. Communicating where incidental services are required as listed in this document</p> <p>5.1. Incidental services are specified in the incidental services clause.</p> <p>5.2. Incidental services are priced in accordance with the incidental clause where such prices have not been set in the SBD form.</p> <p>6. Performance Management</p> <p>6.1. The SIU measures performance throughout the contract life.</p> <p>6.2. The SIU has regular performance review with the contractor.</p> <p>6.3. Where severe non-performance occurs will terminate the contract earlier in Consultation with the contractor.</p> <p>7. Payment Terms</p> <p>7.1. In practice, the SIU has been paying invoices within 30 days, where there are no queries on invoices. The TMC's account will be settled within <b>60 days from a contractual point of view</b>, provided the invoices are submitted in the correct format, with the required supporting documentation.</p>
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CONTRACTED BIDDER	
	<p>1. Managing the Contract</p> <p>1.1. The contracted party manages this contract fairly and objectively in accordance with the terms and conditions set out in this document.</p> <p>2. Contract Manager</p> <p>2.1. The contracted party appoints a contract manager and notifies the SIU in writing of the name and contact details of the appointed contract manager.</p> <p>3. Communication</p> <p>3.1. The contracted party communicates in writing and through email.</p> <p>3.2. The contracted party always state the contract number on communication, documentation such as correspondence, purchase orders issued, etc. and will not act upon any communication without the contract number or must verify such communication with the SIU prior to acting upon it.</p> <p>4. Managing Stages (if applicable), Delivery Scheduling (if applicable), Milestones (if applicable)</p> <p>4.1. Where different stages apply, the contracted party communicates in writing the commencement of the stage to the SIU.</p>

<p>5. Health and Safety Requirements</p> <p>5.1. In terms of the Occupational Health and Safety Act (OHS Act No 85 of 1993 and its Regulations), the contracted supplier is responsible for the health and safety of its employees and those other people affected by the operations of the supplier.</p> <p>5.2. The contracted supplier ensures all work performed and/or equipment used on site complies with the Occupational Health and Safety Act (OHS Act No 85 of 1993 and its Regulations).</p> <p>5.3. To this end, the contracted supplier shall make available to SIU the valid letter of good conduct and shall ensure that its validity does not expire while executing this bid.</p> <p>5.4. [NOTE TO PREPARERS:] Additional Health and Safety documentation can be required prior to commencement of the contract but mentioned at the bid stage. These include SHE Plan (Safety, Health, and Environment Plan); SHE File which contains the names of people assigned for Safety responsibilities and their certificates, this may also include information regarding the organisational safety hierarchy – line of command, and contingency plans.</p>		
SERVICE PERFORMANCE LEVELS (MANDATORY)		
Service being Measured	Measurement	Maximum level
Conformance to specifications	Technical Specification	Minimum conformance to the SIU requirements as detailed in Evaluation Criteria

General Contract	
<p>In this document words in the singular also mean in the plural and vice versa, words in the masculine mean in the feminine and neuter, and words such as "will/should" mean "must". The SIU cannot amend the National Treasury's General Conditions of Contract (GCC). SIU appends Special Conditions of Contract (SCC) providing specific information relevant to a GCC clause directly below the specific GCC clause and where the SIU requires a SCC that is not part of the GCC, the SIU appends the SCC clause after all the GCC clauses. No clause in this document shall be in conflict with another clause.</p>	
GCC1	<b>1. Definitions - The following terms shall be interpreted as indicated:</b>
	<p>1.1. "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.</p> <p>1.2. "Contract" means the written an agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.</p> <p>1.3. "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.</p> <p>1.4. "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.</p>

	<p>1.5. "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.</p> <p>1.6. "Country of origin" means the place where the goods were mined, grown, or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.</p> <p>1.7. "Day" means calendar day.</p> <p>1.8. "Delivery" means delivery in compliance of the conditions of the contract or order.</p> <p>1.9. "Delivery ex stock" means immediate delivery directly from stock actually on hand.</p> <p>1.10. "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.</p> <p>1.11. "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.</p> <p>1.12. " Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars, or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.</p>
	<p>1.13. "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non- competitive levels and to deprive the bidder of the benefits of free and open competition.</p> <p>1.14. "GCC" means the General Conditions of Contract.</p> <p>1.15. "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.</p> <p>1.16. "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.</p> <p>1.17. "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.</p> <p>1.18. "Manufacture" means the production of products in a factory using labour, materials, components, and machinery and includes other related value- adding activities.</p> <p>1.19. "Order" means an official written order issued for the supply of goods or works or the rendering of a service.</p> <p>1.20. "Project site," where applicable, means the place indicated in bidding documents.</p>

	<p>1.21. "Purchaser" means the organization purchasing the goods.</p> <p>1.22. "Republic" means the Republic of South Africa.</p> <p>1.23. "SCC" means the Special Conditions of Contract.</p> <p>1.24. "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance, and other such obligations of the supplier covered under the contract.</p> <p>1.25. "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.</p>
<b>GCC2</b>	<b>2. APPLICATION</b>
	<p>2.1. These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.</p> <p>2.2. Where applicable, special conditions of contract are also laid down to, cover specific supplies, services or works.</p> <p>2.3. Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.</p>

<b>GCC3</b>	<b>3. General</b>
	<p>3.1. Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.</p> <p>3.2. With certain exceptions (National Treasury's eTender website), invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from <a href="http://www.treasury.gov.za">www.treasury.gov.za</a></p>
<b>GCC4</b>	<b>4. Standards</b>
	<p>4.1. The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.</p>
<b>GCC5</b>	<b>5. Use of contract documents and information</b>
	<p>5.1. The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.</p>

	<p>5.2. The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.</p> <p>5.3. Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so, required by the purchaser.</p> <p>5.4. The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so, required by the purchaser.</p>
GCC6	<b>6. Patent rights</b>
	<p>6.1. The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.</p>
GCC7	<b>7. Performance security</b>
	<p>7.1. Within thirty days (30) of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.</p> <p>7.2. The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.</p> <p>7.3. The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:</p> <p>7.3.1. bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or</p> <p>7.3.2. a cashier's or certified cheque</p> <p>7.4. The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.</p>
GCC8	<b>8. Inspections, tests, and analyses</b>
	<p>8.1. All pre-bidding testing will be for the account of the bidder.</p> <p>8.2. If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the SIU or an organization acting on behalf of the SIU.</p>

	<p>8.3. If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period, it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.</p> <p>8.4. If the inspections, tests, and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.</p> <p>8.5. Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests, or analyses shall be defrayed by the supplier.</p> <p>8.6. Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.</p>
	<p>8.7. Any contract supplies may on or after delivery be inspected, tested, or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies, which do comply with the requirements of the contract. Failing such removal, the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.</p> <p>8.8. The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.</p>
GCC9	<b>9. Packing</b>
	<p>9.1. The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.</p> <p>9.2. The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.</p>

GCC10	<b>10. Delivery and Documentation</b>
	<p>10.1. Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.</p> <p>10.2. Documents to be submitted by the supplier are specified in SCC.</p>
GCC11	<b>11. Insurance</b>
	<p>11.1. The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.</p>
GCC12	<b>12. Transportation</b>
	<p>12.1. Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.</p>
GCC13	<b>13. Incidental services</b>
	<p>13.1. The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:</p> <ul style="list-style-type: none"> <li>13.1.1. performance or supervision of on-site assembly and/or commissioning of the supplied goods.</li> <li>13.1.2. furnishing of tools required for assembly and/or maintenance of the supplied goods.</li> <li>13.1.3. furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods.</li> <li>13.1.4. performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and</li> <li>13.1.5. training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.</li> </ul> <p>13.2. Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.</p>
GCC14	<b>14. Spare parts</b>
	<p>14.1. As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:</p> <ul style="list-style-type: none"> <li>14.1.1. such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and,</li> </ul>

	<p>14.1.2. in the event of termination of production of the spare parts:</p> <p>14.1.2.1. Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and</p> <p>14.1.2.2. Following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.</p>
GCC15	<b>15. Warranty</b>
	<p>15.1. The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.</p> <p>15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.</p> <p>15.3. The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.</p> <p>15.4. Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.</p>
	<p>15.5. If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.</p>
GCC16	<b>16. Payment</b>
	<p>16.1. The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.</p> <p>16.2. The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.</p> <p>16.3. Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.</p> <p>16.4. Payment will be made in Rand unless otherwise stipulated in SCC</p>
GCC17	<b>17. Prices</b>



	17.1. Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.
<b>GCC18</b>	<b>18. Contract amendment</b>
	18.1. No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.
<b>GCC19</b>	<b>19. Assignment</b>
	19.1. The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.
<b>GCC20</b>	<b>20. Subcontract</b>
	20.1. The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract
<b>GCC21</b>	<b>21. Delays in supplier's performance</b>
	<p>21.1. Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.</p> <p>21.2. If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration, and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.</p> <p>21.3. No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.</p> <p>21.4. The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.</p> <p>21.5. Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.</p> <p>21.6. Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not</p>

	supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.
<b>GCC22</b>	<b>22. Penalties</b>
	22.1. Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.
<b>GCC23</b>	<b>23. Termination for default</b>
	<p>23.1. The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:</p> <p>23.1.1. if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract,</p> <p>23.1.2. if the Supplier fails to perform any other obligation(s) under the contract; or</p> <p>23.1.3 if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.</p> <p>23.2. In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.</p> <p>23.3. Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.</p> <p>23.4. If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.</p> <p>23.5. Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-</p>

	mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.
	<p>23.6. If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:</p> <p>23.6.1. the name and address of the supplier and / or person restricted by the purchaser.</p> <p>23.6.2. the date of commencement of the restriction</p> <p>23.6.3. the period of restriction; and</p> <p>23.6.4. the reasons for the restriction.</p> <p>These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.</p> <p>23.7. If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.</p>
<b>GCC24</b>	<b>24. Anti-dumping and countervailing duties and rights</b>
	<p>24.1. When, after the date of bid, provisional payments are required, or anti- dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him.</p>
<b>GCC25</b>	<b>25. Force Majeure</b>
	<p>25.1. Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.</p>
	<p>25.2. If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the</p>

	purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the force majeure event.
<b>GCC26</b>	<b>26. Termination for insolvency</b>
	26.1. The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.
<b>GCC27</b>	<b>27. Settlement of disputes</b>
	<p>27.1. If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.</p> <p>27.2. If, after thirty (30) days, the parties have failed to resolve their dispute or Difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.</p> <p>27.3. Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.</p> <p>27.4. Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.</p> <p>27.5. Notwithstanding any reference to mediation and/or court proceedings herein,</p> <p>27.5.1. the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and</p> <p>27.5.2. the purchaser shall pay the supplier any monies due the supplier.</p>
<b>GCC28</b>	<b>28. Limitation of liability</b>
	<p>28.1. Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6.</p> <p>28.1.1. the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and</p> <p>28.2. the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</p>
<b>GCC29</b>	<b>29. Governing language</b>

	29.1. The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
<b>GCC30</b>	<b>30. Applicable law</b>
	30.1. The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
<b>GCC31</b>	<b>31. Notices</b>
	<p>31.1. Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice.</p> <p>31.2. The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.</p>
<b>GCC32</b>	<b>32. Taxes and duties</b>
	<p>32.1. A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.</p> <p>32.2. A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.</p> <p>32.3. No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid, the SIU must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services</p>
<b>GCC33</b>	<b>33 National Industrial Participation (NIP) Programme</b>
	33.1. The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
<b>GCC34</b>	<b>34. Prohibition of restrictive practices</b>
	<p>34.1. In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).</p> <p>34.2. If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.</p>

	<p>34.3. If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.</p>
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<b>Bid Special Conditions of Contract</b>	
BID SCC 1	<b>1. Delivery and Documentation</b>
	<p>1.1. All deliveries or despatchers must be accompanied by a delivery note stating the official order against which the delivery has been affected.</p> <p>1.2. Deliveries not complying with the order will be returned to the contractor at the contractor's expense.</p> <p>1.3. The SIU is under no obligation to accept any quantity, which is in excess of the ordered quantity.</p> <p>1.4. The supplier provides the following documentation per delivery:</p> <p>1.4.1 Manufacturer's Warranty Certificates per machine; these Warranty Certificates must include, but is not limited to, the following information:</p> <ul style="list-style-type: none"> <li>• Hardware information and serial numbers.</li> <li>• Warranty agreement with warranty numbers.</li> <li>• Warranty period.</li> <li>• Manufacturer's South African support contact details.</li> </ul> <p>1.5. SIU representative verifies both delivery and performance prior to signing a certificate of delivery / installation / progress milestone / commissioning evidencing such performance.</p> <p>10.8. The Contractor must ensure such signed approved verification accompanies the subsequent supplier invoice.</p>
BID SCC 2	<b>2. Incidental Services</b>
	<p>Additional incidental services to those listed in clause GCC13.1 above are the following:</p> <p>2.1. The SIU may procure additional licenses, ad hoc development, and consulting services from the successful bidder during the solution implementation period as well as after the solution implementation period has lapsed. These ad hoc developments and consulting services include, but are not limited to, additional solution development and technical support and maintenance.</p>
BID SCC 3	<b>Method and conditions of Payment</b>

	<p>3.1. The SIU only accepts invoice supported by signed delivery documents in accordance with this contract as valid payment requests.</p> <p>3.2. The other party submits the above invoices to the appointed contract manager for submission to the respective finance unit.</p> <p>3.3. The SIU does not settle invoices for outstanding goods or Services.</p> <p>3.4. Payment is made in the South African Rands.</p>
BID SCC 4	Prices
	<p>4.1. All adjustments to unit prices must be specified on the SBD3.2 and apply in accordance with the terms set in the SBD3.2. Applications for price adjustments must have the documentary evidence set for each adjustment in the SBD3.2 to support of any adjustment. Unit price adjustments will only apply once the SIU has approved in writing the application.</p> <p>4.2. Where Cost Price Adjustments (CPA) are applicable and justifiable, the bidder must declare this in the SBD3.2 for these to apply.</p> <p>4.3. Incidental services that are not specified in the SBD3.2 are adjusted as set out in clause GCC13.2</p> <p>4.4. Contract management verifies all cost adjustment applications prior to giving approval.</p>
BID SCC 5	Intellectual property provided in the bid invitation
	<p>5.1. The ownership and intellectual property rights of all designs, specifications, programming code and all other documentation provided by the SIU to the Bidder, both successful and unsuccessful, remain the property of the SIU.</p>
BID SCC 6	Intellectual property contained in the deliverables
	<p>6.1. The ownership and intellectual property rights of all designs, specifications, programming code and all other documentation required as part of the delivery to the SIU reside with the SIU.</p>
BID SCC 7	Third Party Warranty
	<p>7.1. Where the contracted party sources goods or services from a third party, the contracted party warrants that all financial and supply arrangements are agreed between the contracted party and the third party.</p>
BID SCC 8	Third Party Agreements
	<p>8.1. No agreement between the contracted party and the third party is binding on the SIU.</p>

<b>Bidders Detail Response Forming Part of Contract</b>		
1	Proposal to Technical Specification	
<b>BIDDERS DETAIL PRICE SCHEDULES</b>		
2	SBD 3.1 as set out in this document	
<b>Bid Submission Certificate Form - (SBD 1)</b>		
	I hereby undertake to supply all or any of the goods, works, and services described in this procurement invitation to the SPECIAL INVESTIGATING UNIT (SIU) in accordance with the requirements and specifications stipulated in this Bid Invitation document at the price/s quoted.	
	My offer remains binding upon me and open for acceptance by the SPECIAL INVESTIGATING UNIT (SIU) during the validity period indicated and calculated from the closing time of Bid Invitation.	
	The following documents are deemed to form and be read and construed as part of this offer / bid even where integrated in this document:	
	Invitation to Bid (SBD 1)	Specification(s) set out in this Bid Invitation inclusive of any annexures thereto
	Bidder's responses to specifications, capability requirements and capacity as attached to this document	Pricing Schedule(s) (SBD3.1) including detailed schedules attached
		CSD Compliance status as per CSD report form
	Declaration of Interest (SBD4);	
	Preference (SBD 6.1) claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2017 (SBD6.1) and the BBBEE certificate	
		Conditions of contract as set out in this document (GCC)
NIPP Obligations (SBD 5) where applicable	Local Content Certification (SBD 6.2) where applicable	



I confirm that I have satisfied myself as to the correctness and validity of my offer / bid in response to this Bid Invitation; that the price(s) and rate(s) quoted cover all the goods, works and services specified in the Bid Invitation; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me in terms of this Bid Invitation as the principal liable for the due fulfilment of the subsequent contract if awarded to me.

I declare that I have had no participation in any collusive practices with any Bidder or any other person regarding this or any other Bid.

I certify that the information furnished in these declarations (SBD4, SBD 6.1) is correct and I accept that the SIU may reject the Bid or act against me should these declarations prove to be false.

I confirm that I am duly authorised to sign this offer/ bid response.

NAME (PRINT)	
CAPACITY	
SIGNATURE	
DATE	
Witness 1	
NAME	
SIGNATURE	
DATE	
Witness 2	
NAME	
SIGNATURE	
DATE	