



TERMS OF REFERENCE

**KWAZULU-NATAL TOURISM AND FILM AUTHORITY SEEKS THE
SERVICES OF A QUALIFIED TRAVEL MANAGEMENT
COMPANY/AGENCY FOR THE PROVISION OF TRAVEL
MANAGEMENT SERVICES FOR A PERIOD OF FOUR MONTHS**

TERMS OF REFERENCE (TOR)

1. BACKGROUND INFORMATION

1.1. ACRONYMS

EDTEA	Department of Economic Development, Tourism and Environmental Affairs
KZN TOURISM & FILM	KwaZulu-Natal Tourism and Film Authority
KZN	KwaZulu-Natal
TOR	Terms of Reference
SLA	Service Level Agreement
SP	Service Provider
KZN	Province of KwaZulu-Natal
TMC	Travel Management Company
GDS	Global Distribution System
BSP	Monthly Bank Settlement
LED	Local Economic Development
VAT	Value Added Tax
VIP	Very important person
ASATA	Association of South African Travel Agents
IATA	International Association of Travel Agents
OBT	Online Booking Tool
CV	Curriculum Vitae

INTRODUCTION

The KwaZulu-Natal Tourism & Film Authority (KZN Tourism and Film) was established under the KwaZulu-Natal Tourism & Film Authority Act of No. 02 of 2024. KZN Tourism and Film has been established to promote the Tourism and Film Industries in the province and has as part of its objectives:

- To market and promote the tourism sector and audio-visual industry.
- Facilitate the development of the tourism sector and audio-visual industry.
- Create an enabling environment for sustainable growth and job creation in the tourism sector and audio-visual industry.

- Contribute to job creation in the tourism sector and audio-visual industry
- Address historical imbalances in infrastructure and the distribution of skills and resources in the tourism sector and audio-visual industry.

1.3. THE PURPOSE OF THE TERMS OF REFERENCE

To seek and appoint a suitable and qualified Travel Management Company/Agency to provide travel-management services and booking system for a period of four (4) months.

2. CONTRACT OBJECTIVES & EXPECTED RESULTS

2.1. Project objective

The objective of this project would be to appoint suitably qualified and experienced Travel Management Companies/consortia to submit proposals to provide travel-management services and booking system for a period of four (4) months to the KZN Tourism and Film Authority.

2.2. Overall Contract Objectives

Provide KZN Tourism and Film with the travel management services and system that are consistent and reliable and which will maintain a high level of traveller satisfaction in line with the service levels;

- Achieve significant cost savings for KZN Tourism and Film without any degradation in the services;
- Appropriately contain KZN Tourism and Film risk and traveller risk.

2.3. Key Outputs

- Provide travel management services during normal office hours as well as after-hours. Normal office hours refer to Monday to Friday from 08h00 to 16h30. After hours refer to 16h31 to 07h59 including weekends and public holidays. A dedicated consultant/s / call centre facility with contact numbers must be available during office hours and after hours to assist all travellers.
- Manage after hours and emergency services.
- Manage the third-party service providers and address any service failures and complaints that may emanate due to unsatisfactory services received.
- Utilise KZN Tourism and Film's Travel policy to implement the applicable business processes and comply with cost cutting requirements

- e) Consolidate all invoices from travel suppliers and reconcile all payments
- f) Provide various customised reports as required by KZN Tourism and Film.
- g) The successful service provider will be expected to familiarise themselves with the existing KZN Tourism and Film Travel Policy and business processes
- h) Provide a facility for EDTEA to update their travellers' profiles and manage this in accordance with Protection of Personal Information Act no 4 of 2013 and regulations
- i) Provide a detailed transition plan for implementing the service without service interruptions to the existing service and engage with the incumbent service providers to ensure a smooth transition.

3. PROJECT PROPOSAL

The project proposal will contain both the Technical and Financial Proposals. Each section will be broken down as follows:

3.1. TECHNICAL PROPOSAL REQUIREMENTS

Service provider must submit the proposal detailing how the TMC shall provide the service as per the criteria indicated below.

- Description of itinerary confirmation on how all travel reservations/ bookings will be handled including but not limited to:
 - accommodation;
 - car rental;
 - flights;
 - passports and visa requirements;
 - confirmation numbers; and
 - additional proof of competency.
 - Alerts or flagging out of policy or breaches (how does the system alerts or flags out of policy or breach of policy)
- Description on how the specific rates will be negotiated and secured including but not limited to:
 - airline fares, accommodation establishment rates, car rental rates
 - Provide Access to View new negotiated rates on the Online Booking Tool (OBT)
 - Description of any automated tools that will be used to assist with maintenance and processing of the said negotiated rates.
- Provide Standard Operating Procedure that the TMC will follow to provide the after-hour support.
 - This will include, but not limited to:
 - how it is accessed by Travelers,
 - where it is located, centralized/ regionalised, in-country (owned)/ outsourced etc.
 - is it available 24/7/365
 - Reminders to the KZN Tourism and Film to process purchase orders within 24 hours to reduce queries on invoices
- Description on how the TMC will ensure that travel bookers are informed of the travel booking processes.

- Description of how the solution modules that will be used for Global Distribution System (GDS), Online Booking Tool (OBT) or Self-Booking tool (SBT).
- The solution modules must clearly outline the OBT amid Bookings, Approvals, Safety & Risk, Payments and Expense, Reporting and analytics and Mobile Applications. This should include how the travel consultants' access and book web airfares inter-alia non-GDS inventories (low cost carriers/ consolidators), and hotel web rates.
- In addition, the TMC must describe how the data management and information management including traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour, transaction level data, etc.
- Give actual examples of standard reports that you currently have available. Give an indication if reports can be customized.
- Provide a description of all technology and reporting products proposed for KZN Tourism and Film
- Describe the compatibility of the online solution to fully integrate into KZN Tourism and Film's ERP. Indicate the turnaround time to complete the process of integration.
- Provide a comprehensive transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
- Provide a disaster recovery plan used as a backup during disaster.

3.2. FINANCIAL PROPOSAL

The financial offer must contain a Budget breakdown. The budget breakdown must include the following line items:

- Initiation and transition costs.
- System implementation costs
- Training costs
- After-Hours (VIP/Executive)Travel Consultant fees
- After-Hours Call Centre / Contact Number(17h00 - 8h00 Weekdays; 24 hours weekends and public holidays)
- Service fees for the various categories of travel
- Visa service fees
- Conference transaction fees(as a % of the conference costs)
- Any other relevant costs
- All costs should be inclusive of VAT and conditional and/or unconditional discounts where applicable.

4. SCOPE OF WORK

The minimum scope of service shall include domestic, regional, and international travel as follows:

- a) Reservations for airline ticketing.
- b) Supply travellers with required information on visa and Insurance services.
- c) Provide incidental services such as issuance/delivery, revalidation, re-routing, reissuance, reconfirmation, processing refunds and cancellations.
- d) Preparation of suitable itineraries (including alternative routings, departures, and arrivals).
- e) Reservations for accommodation.
- f) Reservation for car rental and shuttle services.
- g) Conduct workshops (as and when required) and training sessions for all personnel involved in travel management within KZN Tourism and Film.
- h) Ensure value for money in the provision of travel services for KZN Tourism and Film officials.

4.1 Operational Requirements

In line with the scope of work bidders must demonstrate, in their proposal capabilities to undertake travel operations in the following service categories:

4.1.1 Reservations

The Travel Management Company (TMC) will:

- a) Receive travel requests from travel bookers, respond with quotations confirming the availability of reservation. Upon the receipt of the relevant approval, the TMC will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveller via the agreed communication medium.
- b) Always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.
- c) Apprise themselves of all travel requirements for destinations to which travellers will be travelling and advise the traveller of alternative plans that are more cost effective and more convenient where necessary.
- d) Obtain a minimum of three (3) price comparisons / quotations for all travel requests where the routing or destination permits.
- e) Quote and book on best price of the day/negotiated discounted fares and rates, where possible.
- f) Should keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- g) Book parking facilities at the airports where required for the duration of the travel.
- h) Respond timely and process all queries, requests, changes, and cancellations timeously and accurately.
- i) Should be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- j) Should issue all necessary travel documents, itineraries, and vouchers timeously to traveller(s) prior to departure dates and times.
- k) Advise the traveller of all visa and inoculation requirements well in advance.

- l) Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- m) Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- n) Facilitate the bookings that are generated through TMC or third-party Online Booking Tool (OBT) where it can be implemented.
- o) Note that, unless otherwise stated, all cases include domestic, regional, and international travel bookings.
- p) Negotiated airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by National Treasury are **non-commissionable**, where commissions are earned for KZN Tourism and Film's bookings all these commissions should be returned to KZN Tourism and Film on a monthly basis.
- q) Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by KZN Tourism and Film.
- r) Timely submission of proof that a good service was delivered (invoices) as per KZN Tourism and Film's instructions.
- s) Keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel, make appropriate adjustments for any changes in flight schedules prior to, or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes

4.1.2 Turnaround Times

The TMC will be required to adhere to the following turnaround times for requests:

- o Local Travel Bookings - within four (4) working hours;
- o International Travel - within twelve (12) hours;
- o After Hours Emergency Response times – within one (1) hour;
- o Quotes must be aligned to KZN Tourism and Film Policy;
- o All enquiries and complaints must be investigated and prompt feedback to be provided within twenty-four (24) hours;
- o Financial Management – queries to be resolved within five (5) working days; and
- o Penalties and other applicable punitive measures will be included by KZN Tourism and Film as part of the overall contract in respect of poor or non-performance.

4.1.3 Air Travel

- a) The TMC should be able to book full-service carriers as well as low-cost carriers.
- b) The TMC will book the most cost-effective airfares possible for domestic travel.
- c) For international flights, the airline which provides the most cost effective and practical routings may be used.
- d) The TMC should obtain three or more price comparisons / quotations international flights 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 programme number of the traveller (if applicable).
- f) Airline tickets should be delivered electronically (SMS, email format or mobile app) to the traveller(s) and travel bookers promptly after booking before the departure time and date.
- g) The TMC will source the most cost-effective booking of charters for VIPs requirements.
- h) The TMC will be responsible for the tracking and management of unused e-tickets as

per agreement with the institution and provide a report on refund management on a monthly basis.

- i) The TMC should during their report period provide proof that bookings were made against the discounted rates on the published fares where applicable.
- j) Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- k) Assist with lounge access if required.

6.1.4 Accommodation

- a) The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- b) The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller.
- c) KZN Tourism and Film travellers may only stay at accommodation establishments with which government has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National Treasury.
- d) Accommodation vouchers should be issued to all KZN Tourism and Film travellers for accommodation bookings and should be invoiced to KZNEDTEA as per arrangement. Such invoices should be supported by a copy of the original hotel accommodation charges.
- e) The TMC should 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.
- f) Cancellation of accommodation bookings should be done promptly to guard against no show and late cancellation fees.

6.1.5 Car Rental and Shuttle Services

- a) The TMC will book the approved category vehicle in accordance with the KZN Tourism and Film Travel Management Policy with the 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 of car or shuttle.
- c) The TMC should ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages, and accidents, etc.
- 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 KZN Tourism and Film'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 KZN Tourism and Film and ensure compliance with minimum standards. The TMC should also negotiate better rates with relevant shuttle companies.
- g) The TMC should during their report period provide proof that negotiated rates were

booked, where applicable.

4.1.6 After hours and Emergency Services

The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency assistance for reservations, changes to travel plans and other travel booking emergencies.

4.1.7 Communication

- a) The TMC must conduct workshops and training sessions for all personnel involved in travel management within the KZN Tourism and Film.
- b) All enquiries should be investigated, and prompt feedback be provided in accordance with the provisions of the contract.
- c) The TMC should ensure sound seamless communication with all stakeholders.

4.1.8 Financial Management

- a) The TMC should implement the rates negotiated by National Treasury with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- b) The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to KZN Tourism and Film for payment within the agreed time.
- c) Enable savings on total annual travel expenditure and this should 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 the institution should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices KZN Tourism and Film for the services rendered. The TMC must consolidate Travel Supplier bill-back invoices.
- e) 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.
- f) KZN Tourism and Film has a travel lodge card and virtual travel card in place, the TMC should be responsible to process the payment of air, accommodation and ground transportation and will also be responsible to consolidate through a corporate card vendor.
- g) The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to KZN Tourism and Film's Financial Management on the agreed period (e.g. monthly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documents to the invoices reflected on the service provider bill-back report or the credit card statement.
- h) Ensure Travel Supplier accounts are settled timeously.

4.1.9 Technology, Management Information and Reporting

- a) The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tool.
- b) The TMC must implement an Online Booking Tool to facilitate domestic, regional, and international bookings to optimise the services and related fees.
- c) All management information and data input must be complete and accurate.
- d) Reports must be provided as per KZN Tourism and Film's specific requirements at the

agreed time. Information should be available on a transactional level that reflects detail, including the name of the traveller, date of travel, and spend category (for example, air travel, shuttle, accommodation).

- e) KZN Tourism and Film may request the TMC to provide additional management reports at no additional cost.
- f) Reports must be available in an electronic format for example Microsoft Excel and must include but not limited to the following:

4.1.10 Travel

- a) After hours' Report.
- b) Compliments and complaints.
- c) Consultant Productivity Report.
- d) Extension of business travel.
- e) Upgrade of class of travel (air, accommodation, and ground transportation); and
- f) Bookings outside Travel Policy.

4.1.11 Finance

- a) Reconciliation of commissions/rebates or any volume driven incentives.
- b) Creditor's ageing report.
- c) Creditor's summary payments;
- d) Daily invoices;
- e) Reconciled reports for Travel Lodge card and Virtual Travel Card statement;
- f) No show report;
- g) Cancellation report;
- h) Receipt delivery report.
- i) Monthly Bank Settlement Plan (BSP) Report.
- j) Refund Log.
- k) Open voucher report, and
- l) Open Age Invoice Analysis.
- g) The TMC will implement all the necessary processes and programs to ensure that all the data is always secure and not accessible by any unauthorised parties.

4.1.12 Account Management

- a) An Account Management structure should be put in place to respond to the needs and requirements of KZN Tourism and Film and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- b) The TMC should appoint a dedicated Account or Business Manager who is ultimately responsible for the management of the KZN Tourism and Film's account.
- c) The necessary processes should be implemented to ensure good quality management and always ensuring traveller satisfaction.
- d) A complaint handling procedure should be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- e) Ensure that the KZN Tourism and Film's Travel Policy is enforced.
- f) The SLA should be managed, and customer satisfaction surveys conducted to measure the performance of the TMC.
- g) Ensure that workshops/training are provided to all personnel involved in travel management within KZN Tourism and Film.
- h) During reviews, comprehensive reports on the travel spend and the performance in terms of the contract should be presented.

4.1.13 Value Added Services

The TMC should provide the following value-added services:

- a) Destination information for, domestic, regional and international destinations:
 - i. Health warnings;
 - ii. Weather forecasts;
 - iii. Places of interest;
 - iv. Visa information;
 - v. Travel alerts;
 - vi. Location of hotels and restaurants;
 - vii. Information including the cost of public transport;
 - viii. Rules and procedures of the airports;
 - ix. Business etiquette specific to the country;
 - x. Airline baggage policy; and
 - xi. Supplier updates
- b) Electronic voucher retrieval via web and smart phones.
- c) SMS notifications for travel confirmations.
- d) Travel audits.
- e) Global Travel Risk Management.
- f) VIP services for Executives that include but is not limited to check-in support.

4.1.14 Cost Management

- a) The National Treasury cost containment initiatives and KZN Tourism and Film's Travel Policy are establishing the basis for cost savings culture.
- b) It is the obligation of the TMC to always advise on the most cost-effective option, and costs should be within the framework of the National Treasury 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 KZN Tourism and Film'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.

4.1.15 Monthly, Quarterly and Annual Travel Reviews

- a) Reviews are required to be presented by the TMC on all KZN Tourism and Film travel activity. These reviews are comprehensive and presented to KZN Tourism and Film's Finance and SCM team as part of the performance management reviews based on the service levels.
- b) These Travel Reviews will include without limitation the following information:
 - i. Total travel spends.
 - ii. Air spend analysis
 - iii. Accommodation Spend analysis
 - iv. Car hire spend analysis
 - v. Extended business travel
 - vi. Top travellers
 - vii. Top suppliers

- viii. Top after hours users
- ix. Savings report
- x. Refunds report
- xi. After hours report
- xii. Most common routes, Domestic and International
- xiii. Number of transactions
- xiv. Advance booking analysis
- xv. Missed savings report
- xvi. Business spend report.

4.1.16 Office Management

- a) The TMC to ensure high quality service to be always delivered to the KZN Tourism and Film's travellers. The TMC is required to provide KZN Tourism and Film with highly skilled and qualified human resources of the following roles but not limited to:
 - i. Account Manager
 - ii. Travel Consultants
 - iii. System Operations Manager
 - iv. Travel Manager (Operational)
 - v. Admin back office (Creditors/Debtors/ Finance processors)

6.1.1.17 Online Travel Solution owned and/or managed by the bidder

6.1.1.17.1 Online Booking System

The bidder must have an online booking system used for processing all travel reservations e.g. Global

Distribution System (GDS), showing its full functionality including but not limited to:

- Booking
- Cancellation
- Example of invoice
- Example of available reporting

6.1.1.17.2 Online Booking Tool (OBT)

- The TMC must have their own Online Booking Tool (OBT) where EDTEA travellers can request and
- book their official business trips online.
- Minimum Additional Requirements for the Travel

5. TEAM COMPOSITION

NO	Job Title	Qualification	Knowledge and Experience
1	Account Manager	<p>Must have an officially recognized National Diploma (NQF6) in Sales, Business Management, Communications, Marketing and Customer Relationship Management, Business Administration or any other related Business/accounting field</p> <p>Copy of the qualifications</p>	<p>Accounting Manager must have 3 – 5 or more years of experience in managing travelling and accommodation services which includes:</p> <ul style="list-style-type: none"> • Client Relationship • Accounts Management • Experience of working in a Customer Service Orientated Environment • Solution Development for identified Improvement areas • Coordinating involvement of any relevant business personnel • Address consumer concerns • Information management and reporting. • Data and business system analysis. • Understanding of government systems; and • Training and skills transfer
2	Systems Operations Manager	<p>Must have an officially recognized National Diploma (NQF6) in Computer Sciences/information technology and or Information Systems</p> <p>Copy of the qualifications</p>	<p>Systems Operations Manager must have 5 – 7 or more years of experience years of experience in managing travelling and accommodation services which includes:</p> <ul style="list-style-type: none"> • Installations, Support and Maintaining of Servers or other financial and travel systems • Planning for and responding to service outages and other problems • Disaster Recovery management • Experience in overseeing the online travel system and operations • Ensuring that all processes are performing correctly and

			efficiently
3	Travel Consultant	Must have an officially recognized (NQF6) National Diploma in hospitality, tourism, business or relevant field Copy of the qualifications NB: EDTEA reserves the right to request certified copies of the qualification	Travel Consultant must have 3 – 5 or more years of experience years of experience in managing travelling and accommodation which includes: <ul style="list-style-type: none"> • International and Domestic reservations and travel • Fares and ticketing • Other travel requirements • Customer service • Knowledge of online travel platforms • A sound geographical knowledge of South Africa • Strong administration skills

6. COMPANY EXPERIENCE AND REQUIREMENTS

The following should be submitted:

- 6.1 The bidder should provide details of the actual work or project completed from contactable corporates or government clients from 2 - 5 or more verifiable references where the bidder has provided travel, accommodation and conference services. The letter must include the company name, contact details, contract duration and value of the contract as well as description of services.
- 6.2 The bidder has three (03) or more years of experience in the online traveling and accommodation industry. A company profile must be submitted as proof of evidence or any other related document in demonstrating company experience, execution & management of projects in an online travelling and accommodation services.
- 6.3 The company must provide Membership Accreditation of Association of South African Travel Agents (ASATA) Membership and International Association of Travel Agents (IATA) Membership.

7. LOGISTICS AND TIMING

7.1 Duration of the Contract

The period of execution of the service contract will commence from the date of signing the service level agreement for a period of 4(Four) months.

7.2 Reporting

The service provider will report directly to the Chief Financial Officer or to the delegated representative of the department as and when required. Qualitative management of the service / performance must be overseen by the bidder and in line with the agreed upon SLA.

The following procedures/processes will inform the contract between the appointed Bidder and KZN Tourism and Film;

- a) Before any work can commence a service level agreement (SLA) shall be signed by both parties (KZN Tourism and Film and the successful service provider and should there be any dispute regarding finalization of the agreement, KZN Tourism and Film reserves the right to cancel the contract/ order with no cost implications for the entity.
- b) The service provider will provide the training and transfer of skills to KZN Tourism and Film bookers.
- c) The appointed service provider will provide all training materials and resources for use during the training.
- d) The Bidder/s should be willing to avail themselves for logistic meetings or any other meetings regarding the training project.

8. EVALUATION CRITERIA

The bid for the appointment of each service provider will be evaluated on compliance, mandatory requirement, functionality, preference point system and specific goals in accordance with the Preferential Procurement Regulation 2022.

Phase 1: COMPLIANCE

- ***The bidder must be registered as a vendor on the National Treasury Central Supply Database (CSD). If not registered bidder must make means to register in order to bid for the process: Link below for registration on the database:***

[Register user - Central Supplier Database Application \(csd.gov.za\)](https://csd.gov.za)

- ***The bidder must be in good standing with SARS, the information will be verified through Central Supply Database (CSD) and SARS e-filing pin in compliance with Instruction Note 9 of 2017/2018 prior to the award of the quotation.***

- **Completed Standard Bidding Documents (SBDs), Defaulters etc.**

Phase 2: MANDATORY REQUIREMENTS (If applicable) (disqualifying requirement)

- To provide proof of Association of South African Travel Agents (ASATA) Membership
- To provide proof of International Association of Travel Agents (IATA) Membership

Phase 3: EVALUATION ON FUNCTIONALITY

The service provider must score a minimum of **60 %** in order to be evaluated further for price and preference points. **Refer to Annexure 1** below, for the information that must be provided and supported with documentation in order for the bid proposal to be evaluated and scored on Functionality.

Phase 4: APPLICATION OF PREFERENCE POINT SYSTEM AND SPECIFIC GOALS:

The 80/20 preference points system will be applicable for the evaluation of this process in accordance with the Preferential Procurement Regulations 2022.

	Specific Goals
Price	80
Ownership Goals	
<ul style="list-style-type: none"> • At least 51% Black Africans, Indians and Coloreds owned companies 	05
<ul style="list-style-type: none"> • At least 51% Youth owned companies 	10
<ul style="list-style-type: none"> • At Least 51% Women owned companies 	05
Total	100

Kindly Refer to Table 1 of SBD 6.1 of the Preference Claim Form to claim for Points.

Verification of Specific Goals:

- Black Africans, Indians or Coloreds verification will be conducted through submission of the Sworn Affidavit or BBBEE Certificate with a summary report.
- Youth verification will be conducted through submission of the Sworn Affidavit or BBBEE Certificate with a summary report or CSD Report.
- Women verification will be conducted through submission of the Sworn Affidavit or BBBEE Certificate with a summary report or CSD Report.

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

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

All quotations with all the required documentation to be forwarded to scmquotes@kznfilm.co.za

For Technical Enquiries Contact: Nonhlanhla Thanjekwayo

Email: nonhlanhla@kznfilm.co.za

For SCM Enquiries Contact: Mr. Sboniso Gama

Email: scm@kznfilm.co.za

Kindly refer to the next page for the Evaluation grid

ANNEXURE 1: EVALUATION GRID

CRITERION	WEIGHT	MAXIMUM	INITIAL ASSESSMENT
BIDDER'S NAME _____			
Transition Management Plan Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition which includes:		(30)	
Programme for setting up the On-line booking system			
Outline the Programme for setting up the On-line booking system, e.g. activities, responsibilities, timelines etc. (Max 10points);	Good	10	
Failure to outline the programme shall result to no points allocated = 0	Poor	0	
Manual booking process			
Outline the manual booking process (as an interim solution) (Max 10 points); and	Good	10	
Failure to outline manual booking process shall result to no points allocated = 0	Poor	0	
On-boarding of the service providers and training/workshops			
Outline the On-boarding of the service providers and training/workshops (Max 10 points)	Good	10	
Failure to outline on-boarding of the services shall result to no points allocated = 0	Poor	0	
The Bidder must attach 2- 5 or more verifiable references, the bidder should provide details of the actual work or project completed from contactable corporates or government clients where the bidder has provided travel, accommodation and conference services. The reference letter must include the company name, contact details, contract duration and value of the contract as well as project description.		(20)	
5 or more Reference letters attached	Very Good	20	
3-4 Reference letters attached	Good	15	
2 Reference letters attached	Fair	12	
Less than 2 Reference letters or none	Poor	0	
The bidder has three (03) or more years of experience in the online traveling and accommodation industry. A company profile must be submitted as proof of evidence or		(20)	

any other related document in demonstrating company experience, execution & management of projects in an online travelling and accommodation services.			
3 or more years of experience	Good	20	
Less than 3 years of experience or no experience	Poor	0	
Key Experts 1: Qualifications and Experience of Account Manager		(15)	
Qualification			
Must have an officially recognized National Diploma (NQF6) in Sales, Business Management, Communications, Marketing and Customer Relationship Management, Business Administration or any other related Business/accounting field.	Good	(5)	
No qualifications	Poor	(0)	
Account Manager experience			
5+ Years' Experience	Good	10	
3 -4 Years' Experience	Fair	6	
Less than 3 Year' Experience or none	Poor	0	
Key Expert 2: Qualifications and Experience of Systems Operations Manager		(15)	
Qualifications			
Must have an officially recognized National Diploma (NQF6) in Computer Sciences/information technology and or Information Systems	Good	(5)	
No qualifications	Poor	(0)	
Systems Operations Manager experience			
7+ Years' Experience	Good	10	
5 – 6 Years' Experience	Fair	06	
Less than 5 Years' Experience	Poor	0	
Key Experts 3 Qualifications and Experience of Travel Consultant		(15)	
Qualification of a Travel Consultant			
Must have an officially recognized (NQF6) National Diploma in hospitality, tourism, business or relevant field	Good	5	
No qualifications	Poor	0	
Travel Consultant experience			
5+ Years' Experience	Good	10	
3 -4 Years' Experience	Fair	6	
Less than 3 Year' Experience or none	Poor	0	
TOTAL		115	
Minimum passing score		60% or 69 points	

Minimum Required Score = 60%

