

REQUEST FOR PROPOSALS:

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE MANAGEMENT OF TRAVEL SERVICES FOR THE NFM3 GLOBAL FUND GRANT (01 APRIL 2024 – 31 MARCH 2025).

BID NUMBER: AQUITY/NDOH 10/2022-2025.

1. INTRODUCTION

AQUITY Innovations NPC (AQUITY) was appointed by the National Department of Health to serve as one of the GLOBAL FUND TB Sub-Recipients (SRs) in South Africa. The project activities are implemented in Mpumalanga (Ehlanzeni district) and Eastern Cape province (OR Tambo, Amathole, and Buffalo City Metro districts). Amongst other objectives, the program seeks to improve TB testing at community level. The current NFM3 grant is for three years ending on the 31st of March 2025, and continues from the previous three partnership under NFM2. The required services are for the period starting in April 2024 to March 2025, in line with the remaining NFM3 grant period.

AQUITY, through this grant, seeks to procure the services of a Travel Agent for flights, accommodation, conferencing, and car rental for areas under its domain. The nature of the expenditure is based on oversight visits to the districts and training interventions. Most travelling will be return flights from Johannesburg to the districts, with a few inbound towards Johannesburg. **Major areas for accommodation are Buffalo City Metro, Mthatha, and the City of Mbombela.** Other sporadic outer areas have low volumes. However, there may be other ad hock requirement in outlying areas.

AQUITY Innovations NPC – Service Centres		
OR Tambo District	Amathole District	Enhlanzeni
▪ Mthatha	▪ Buffalo City Metro	▪ City of Mbombela
▪ Lusikisiki	▪ Butterworth	▪ Thaba Chweu
▪ Port St Johns	▪ Stutterheim	▪ Bushbuckridge
	▪ Port Alfred	▪ Nkomazi Sub- district
	▪ Idutywa	
	▪ Hogsback	

AQUITY invites service providers to submit proposals for the Management of Travel Services as per the following Terms of Reference:

3. LEGAL FRAMEWORK

The following legislation framework applies to the terms of reference:

- a) Constitution of the Republic of South Africa Act No. 108 of 1996.
- b) Public Finance Management Act No. 1 of 1999.
- c) Treasury Regulations of 2017.
- d) Preferential Procurement Policy Framework Act No. 5 of 2000.
- e) Broad-Based Black Empowerment Act No. 53 of 2003.
- f) Occupational Health and Safety (OHS) Act No. 85 of 2003.
- g) Compensation for Occupational Injuries and Diseases Act No 130 of 1993.
- h) Promotion of Access to Information Act No 2 of 2000.
- i) Promotion of Administration Justice Act No. 3 of 2000.
- j) Disaster Management Act No. 57 of 2002.
- k) Standards Act No. 29 of 1993.
- l) Trade Metrology Act No. 9 of 2014.

4. SCOPE OF WORK/ DELIVERABLES

The following are key deliverables for the service provider.

- Reservations must be placed through an online booking system.
- Provide booking services for:
 - Accommodation
 - Vehicle rental that includes fuel cards and shuttle services
 - Flight tickets
 - Conferencing
- Be accessible after operating hours for accommodation or travel related queries.
- Bill invoices monthly through a reputable system
- Generate automated reports from time to time as requested

The Travel Management Company must comply with AQUITY travel policy and procedures, PFMA, and the Global Fund's standards and regulations (including air travel, road transport, and accommodation) and manage all travellers' profiles.

5. OUTPUTS/ REPORTING

The following are key outputs

- Submit monthly reports and related supporting documents.
- Monthly KPI meeting including travel services reports.
- Complaints, compliments, and challenges to be discussed in monthly meetings.
- Key deliverables will be agreed through a Service Level Agreement (SLA) with the successful bidder.

6. FINANCIAL FEES

The management fees charged by the service provider will be based on the service booking fees outlined in the **(Proposal Fee Schedule below – Refer to Annexure A)**

6.1. Booking volumes will vary depending on planned activities.

6.2. The service provider is responsible for consolidation of all supporting documents that meet the audit criteria for entities governed by the PFMA and National Treasury regulations. These documents include, purchase orders, quotations, etc to be provided to the designated office at the agreed time (e.g. monthly).

7. EVALUATION CRITERIA

7.1 Mandatory Requirements

It is the responsibility of each service provider to ensure that complete documents are submitted on or before the closing date and time.

Bidders must submit all required documents indicated hereunder:

7.1.1 Declaration of Interest – SBD 4

7.1.2 Preference Points Claim Form (SBD 6.1) – Please provide proof for the points claimed - **Please refer to Annexure C below.**

7.1.3 Declaration of Bidder's Past Supply Chain Management Practices – SDB8

7.1.4 Certificate of Independent Bid Determination – SBD 9

7.1.5 Entity registration certificate or proof of ownership

7.1.6 The service provider must submit a profile of the entity which includes but is not limited to the following:

- Name, structure, and strategies of the organization.
- Names and identity numbers of all directors and senior management.
- Business products and services which the entity is trading.

7.1.7 The service provider must submit a valid tax pin status report to confirm the following tax registrations:

- VAT
- Income Tax
- PAYE

7.1.8 ASATA (Association of South African Travel Agents) membership.

7.1.9 Signed code of conduct of suppliers. **Please refer to the link below and initialize every page:**

[corporate code of conduct for suppliers policy_en.pdf \(theglobalfund.org\)](#)

A service provider that does not submit valid documents stipulated above will be automatically disqualified.

7.2 Evaluation Process

The evaluation process will be conducted in three (3) phases, namely:

Phase 1: Technical Evaluation

Service provider proposals are assessed according to the technical evaluation criteria as indicated in Attachment A. The service provider must achieve a minimum functionality threshold of **70%** to proceed to the next phase; and

Phase 2: Financial Evaluation

This will be evaluated through Pricing and Broad-Based Black Economic Empowerment (B-BBEE). The 80/20 preference points system will apply, and bidders are required to submit evidence of points claimed as outlined under section 7.1.2 in SBD 6.1. – **please refer to Annexure B**



ATTACHMENT A

EVALUATION CRITERIA

AQUITY will assess the extent to which proposals submitted in response to these terms of reference meet the evaluation criteria below.

7.3 Phase one (1): Technical Evaluation Criteria

Technical proposals will be evaluated based on the following Evaluation Criteria:

7.3.1 PREVIOUS WORK EXPERIENCE (20%):

A.	<p>Reference letters/Testimonials</p> <p>Five (5) contactable signed reference letters from present or past clients of the travel management company. The letters should only be for services provided within the past five (5) years or less and should include 1 reference letter for services provided within the past year.</p>
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7.3.2 BUSINESS RELATIONS:

A.	<p>Accommodation (10%)</p> <p>Bidders are required to submit five (5) confirmation letters with letterheads from the hotels/ lodges that they have a good relationship with.</p> <p>NB: It must be noted that these are not the only suppliers that will be used during the contract term.</p>
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B.	<p>Car Services:</p> <p>Car Rental (5%)</p> <p>Bidders are required to submit five (5) confirmation letters with letterheads from the car rental companies that they have a good relationship with.</p>
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	<p>NB: It must be noted that these are not the only suppliers that will be used during the contract term.</p> <p>Shuttle Services (5%)</p> <p>Bidders are required to submit five (5) confirmation letters with letterheads from the shuttle services companies that they have a good relationship with.</p> <p>NB: It must be noted that these are not the only suppliers that will be used during the contract term.</p>
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7.3.3 TECHNICAL TEAM (30%):

<p>A.</p>	<p>The service provider must demonstrate organizational footprint as well as provide an organogram with key staff members:</p> <p>Composition of the technical team to be utilized in the execution of the contract consisting of, at a minimum; the following professionals:</p> <ul style="list-style-type: none"> • Project leader • Key Accounts Manager <p>NB: Attach copies of the relevant CVs for each, clearly indicating a detailed profile of their previous work experience, with a minimum of five (5) years of relevant experience in the respective profession. Furthermore, please indicate all the roles and responsibilities of all the three positions above.</p>
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7.3.4 METHODOLOGY AND APPROACH (30%):



A.	<p>Methodology and Approach:</p> <p>The methodology and approach must address, at minimum, the following processes:</p> <ol style="list-style-type: none"> 1. Systems 2. Process Flows 3. Turnaround time 4. Document Management 5. Competitive Pricing/Quotations 6. Invoicing and Reporting
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8. Criteria Measurement

8.1 Previous Work Experience

Criteria	20	Points Weight Allocation
Elements and weight for functionality		
5 reference letters/ testimonials and more	5	
4 reference letters/ testimonials	4	
3 reference letters/ testimonials	3	
2 reference letters/ testimonials	2	
1 reference letter/ testimonial	1	

8.2 Business Relations

8.2.1 Accommodation

Criteria	10	Points Weight Allocation
Elements and weight for functionality		
Good business relations with 5 Hotels/Lodges	5	
Good business relations with 4 Hotels/Lodges	4	
Good business relations with 3 Hotels/Lodges	3	
Good business relations with 2 Hotels/Lodges	2	
Good business relation with 1 Hotel/Lodge	1	

8.2.2 Car Services



8.2.2.1 Car rental

Criteria	5	Points Weight Allocation
Elements and weight for functionality		
Good business relation with 5 car rental companies	5	
Good business relations with 4 car rental companies	4	
Good business relation with 3 car rental companies	3	
Good business relation with 2 car rental companies	2	
Good business relation with 1 car rental company	1	

8.2.2.2 Shuttle Services

Criteria	5	Points Weight Allocation
Elements and weight for functionality		
Referrals from 5 companies that have used the bidder's shuttle service partners	5	
Referrals from 4 companies that have used the bidder's shuttle service partners	4	
Referrals from 3 companies that have used the bidder's shuttle service partners	3	
Referrals from 2 companies that have used the bidder's shuttle service partners	2	
Referrals from 1 companies that have used the bidder's shuttle service partners	1	

8.3 Technical team

Criteria	25	Points Weight Allocation
Elements and weight for functionality		
All required key professionals with at least 5 years of relevant working experience in travel management	5	
All required key professionals with at least 4 years of relevant working experience in travel management	4	
All required key professionals with at least 3 years of relevant working experience in travel management	3	
All required key professionals with at least 2 years of relevant working experience in travel management	2	
All required key professionals with at least 1 year's relevant working experience in travel management	1	

8.4 Methodology and Approach

Criteria	25	Points Weight Allocation
Elements and weight for functionality		
Detailed technical approach and comprehensive documented methodology with time frames.	5	
Detailed technical approach and methodology provided that is aligned to the scope of work	4	
Generic technical approach and methodology provided	3	
Unrelated methodology provided	2	
No methodology provided	1	
TOTAL POINTS		

NB: The ratings for scoring will be as follows:



- 0 = No Indication
- 1 = Poor
- 2 = Below Average
- 3 = Average
- 4 = Good
- 5 = Excellent

8. SPECIAL CONDITIONS:

- 8.1 AQUITY reserves the right to appoint or cancel the **BID NUMBER: 10/2022-2025** and the continuity of the work published is subject to the availability of funding from the funder.
- 8.2 AQUITY reserves the right to award the tender to the most suitable service provider.
- 8.3 AQUITY reserves the right to stop the contract partly or, temporarily or indefinitely, in which event neither claim nor liability whatsoever shall lie against the contractor due to non-compliance, or non-performance, by the supplier.
- 8.4 AQUITY reserves the right not to make an award.
- 8.5 AQUITY reserves the right to conduct price negotiations, where it is deemed necessary.
- 8.6 All suppliers are bound to protect the confidentiality of all data (including the protection of personal information) and information gathered and accessed through the work on the assignment. Information and data received and accessed through this project may only be used to meet the objectives outlined in these specifications.
- 8.7 AQUITY reserves the right to request any relevant documentation at any stage of implementation.
- 8.8 All records, data, and information relating to the Programme are owned by the contractor and remain the intellectual property of the contractor and as such must be treated as confidential by the supplier.
- 8.9 At the end of the contract period, the supplier shall make available to the contractor a record of all the data and information relating to the project to enable the new supplier to take on that data and information sufficiently and properly in a manner that would enable the new supplier to commence delivering services to the contractor.
- 8.10 AQUITY reserves the right to conduct supplier due diligence before the final award or at any time during the contract period. This may include site visits.
- 8.11 Suppliers must submit two sets (one original signed copy, one electronic copy DF on a memory stick) of bid documents according to the instructions below:
 - The signed original hard copy of the bid document will serve as the legal bid document.
 - All pages in the bid submission must be initiated by the same person with black ink.
 - Where certified copies of documents are required, the person certifying such documents must not be associated with the bidder in any way.
 - The use of correction fluid is not acceptable. Any change/s must be indicated and initiated.

- 8.12 All bid documents must be submitted on or before the closing time of the bid (date and hour specified in the bidding documents).
- 8.13 Incomplete bids will be deemed non-responsive.

9. Submission and Further Enquiries

- 9.1 Both email and physical submissions will be accepted.
- 9.2 **Physical submission** should be submitted at the AQUITY office located on address number - 114 Sovereign Drive, Route 21 Office Park, Irene, Centurion, 0157 on or before the closing date and time as per 6.8 below. The sealed envelope must be clearly marked with the reference for the tender being bided as per references on point 6.5 below.
- 9.3 Emailed submissions must submit all required documents relating to this proposal by email to tenders@aquity.org quoting the reference of this tender bided for as per 6.5 below on the email subject to allow ease of processing.
- 9.4 An email size limit of 10mb per email will apply. If the bidder needs to submit more documentation, emails should clearly be marked Email 1 of 2, Email 2 of 3 as an example. Please note that SharePoint or OneDrive, Google Drive or similar links will NOT be accepted.
- 9.5 The following referencing should be used for both physical and emailed submissions.

Bided office	Bidding Reference
NATIONAL OFFICE	BIDER NAME_AQUITY 10/2022-2025_ TRAVEL AGENCY TENDER

Bidders to replace bidder name with own name. Example: XYZ PTY_AQUITY0010_ TRAVEL AGENCY.

- 8.6 All pages in the bid submission must be initialled by the same person with black ink.
- 8.7 Where certified copies of documents are required, the person certifying such documents must not be associated with the bidder in any way.
- 8.8 The use of correction fluid is not acceptable. Any change/s must be clearly indicated and initialled.
- 8.9 All bid documents must be submitted on or before the closing time of the bid, 25th of April 2024. Due to load shedding and other potential delays, the onus for prompt submission rests with the bidders. No late submissions will be accepted.
- 8.10 Incomplete bids will be deemed non-responsive and rejected at bid opening.
- 8.11 All questions relating to this tender must be addressed to tenders@aquity.org before the 2nd of April 2024. Responses to the questions will be posted on the AQUITY website (www.aquity.org) post the compulsory briefing session as well.
- 8.12 A non-compulsory virtual briefing session will be held on the 8th March 2024. Bidders who wish to attend must register on the form link by 1st of April 2024 in order to receive an invite link. The link will be updated by 26 March 2024.



8.13 It is the responsibility of each supplier to ensure that complete documents are submitted on or before the closing date and time.

10. Closing Date for Submission:

The closing date for the submission of the bids is 25 April 2024 at 16:00hrs SAST.

NB: No late submissions will be considered, and only selected and shortlisted applicants will be contacted and/or advised of the outcome.

Annexure B Transactional Service Charges/ Management fees

Offsite Service Team - Transaction Service Charges	
Transaction Type	Service Fee
Air Tickets - Off-line	Excluding VAT
Domestic Air Ticket	
Cancellation	
Same day void	
Change of booking before ticketing	
Change of booking after ticketing (Domestic)	
Bundle Service Fees - Offline	
Domestic (incl. air, accommodation & car, or transfer)	
Bundle Service Fees - Online	
Domestic (incl. air, accommodation & car, or transfer)	
Regional (incl. air, accommodation & car, or transfer)	
Offsite Service Team - Transaction Service Charges	
Transaction Type	Service Fee
International (incl. air, accommodation & car, or transfer)	
Stand Alone On-line Service Fees	
Domestic - Flight Only	



Accommodation - Only	
Car Rental - Only	
Hotel / Guest Houses - Offline Only	
Settle Direct	
Bill back	
Change in reservation	
Land Facilitation Fee	
Cancellation	
Car Rental - Offline Only	
Transfers/Shuttle/Bus	
Settle Direct	
Bill back	
Change in reservation	
Cancellation	
Transfers - Offline Only	
Domestic	
After-Hours and check-ins	
Emergency Call Answer	
Meeting, Incentive, Conferencing & Events	
Full event & and conference management	
Refund Management	
Domestic Airline Ticket	
Technology Costs	
Monthly License Fee	

ANNEXURE C

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS, AND DIRECTIVES APPLICABLE WITH RESPECT TO THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems apply to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

a) The applicable preference point system for this tender is the **80/20** preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20



- 1.5 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.
- 1.6 The organ of state reserves the right to require a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim regarding preferences, in any manner required by the organ of state.
- 1.7 The company must submit ID copies of Directors and or shareholders with their bid document or quotation to substantiate points claimed. The share certificate reflecting the number of shares held by each member or director of the company to qualify for the points claimed must be submitted. The department also uses the Central Supplier Database report for further verification. In case of claiming points for disability, the company must submit a registered Doctor's note or document as evidence of the disability.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“Price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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



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

80/20 or **90/10**

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right) \text{ or } Ps = 90 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME-GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

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

$$\begin{matrix} 80/20 & & or & & 90/10 & & Ps = 80 \left(1 + \right. \\ \left. \frac{Pt - Pmax}{Pmax} \right) & & & & Ps = 90 \left(1 + \frac{Pt - Pmax}{Pmax} \right) \end{matrix}$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. 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:

4.2. 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,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: 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.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Percentage ownership equity (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Historical Disadvantaged Individuals	10		
Female	8		
People with disability (provide proof)	2		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name _____ of company/firm.....

4.4. Company _____ registration _____ number: _____

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium



health

Department: Health
REPUBLIC OF SOUTH AFRICA



- One-person business/sole propriety
 - Close corporation
 - Public Company
 - Personal Liability Company
 - (Pty) Limited
 - Non-Profit Company
 - State Owned Company
- [TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorized 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 as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- 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 –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses, or damages it has incurred or suffered as a result of that person’s conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favorable arrangements due to such cancellation;
 - (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
 - (e) forward the matter for criminal prosecution, if deemed necessary.

 SIGNATURE(S) OF TENDERER(S)
SURNAME AND NAME:
DATE:
ADDRESS:

