

REQUEST FOR PROPOSAL (RFP)

INVITATION FOR SERVICE PROVIDERS FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE NECT FOR A PERIOD OF THREE (3) YEARS.

BID NUMBER: NECT/2022/09/004

RFQ SUBMITTED BY:

Name of Company: _____

Contact Person: _____

Contact Numbers: (Cell) _____ (Tel) _____

E-mail: _____

NECT: SCM ENQUIRIES	TECHNICAL ENQUIRIES
Contact person: Thobekile Shezi	Contact Person: Siphelele Zikhali
Tel: 012 752 6200	Tel: 012 752 6200
E-mail: scm@nect.org.za	Email: scm@nect.org.za
CLOSING DATE:	23 September 2022
CLOSING TIME:	11:00 AM
TENDER VALIDITY:	90 Days
VIRTUAL BRIEFING SESSION:	09 September 2022 @14h00 PM
SUBMISSIONS: HEAD OFFICE (GAUTENG)	A bid posted or couriered (at sender's risk) to the NECT, PO Box 11150, Die Hoewes, 0163, in good time so as to reach the Trust before the above-mentioned closing date and clearly indicated attention supply chain management unit, may be accepted on condition that it is placed in the correct Bid box before the closing time, it being understood that the Trust disclaims any responsibility for seeing that such bids are in fact lodged in the bid box.
Address: 272 West Avenue, Block D Lakefield office Park, Centurion, 01632	

1. TERMS OF REFERENCE

The National Education Collaboration Trust (NECT) herewith invites proposals from interested service providers to submit quotations for the supply of: Travel Management services.

2. ENTITY BACKGROUND

The NECT was formed in July 2013 as a response to the call by the National Development Plan (NDP) for increased collaboration among stakeholders to improve educational outcomes.

The NECT is an organisation dedicated to strengthening partnerships with civil society, trade unions and government at national and provincial levels in order to achieve South Africa's national goals for basic education. It strives both to support and to influence the agenda for reform of education.

The organisation is based on the principle that collaboration and focused effort by important role players increases our power as a nation to secure the changes needed to deliver quality education to all our children.

NECT's point of departure is that government and civil society have different but complementary roles to play in relation to education. The provision of basic education for the general population is the responsibility of the government which is uniquely equipped to fulfil this overarching mandate. Civil society, with its diversity and flexibility, is able to support government by innovation and accelerated delivery. Civil society becomes more relevant and more influential when channelling its efforts in a coordinated way into the national education system

3. SUBMISSION AND PROCESSING OF PROPOSALS

- a) All proposals must be submitted on **company letterheads**.
- b) All service providers must submit **their B-BBEE Verification** Certificates from Verification Agencies accredited by the South African Accreditation System or a Registered Auditor approved by the Independent Regulatory Board of Directors (IRBA) OR AN Accounting Officer as contemplated in the Close Corporation Act (CCA) in order to claim preference points or sworn affidavit for B-BBEE exempted micro enterprises.
- c) **Late and incomplete submissions** will not be accepted.
- d) In bids wherein the **consortiums and joint ventures** are involved, an agreement fully signed by all partners involved must be submitted.
- e) No portion of the bid may be sub-contracted.

4. MANDATORY REQUIREMENTS

A service provider may be disqualified for failure to comply with the following:

- a) Provision of a valid Tax clearance certificate by the closing date.

- b) Submitting information that is fraudulent, factually untrue, or inaccurate.
- c) Failure to attach a declaration of interest.
- d) Failure to attach company registration (for both parties in case of joint venture/consortium).
- e) Failure to attach a B-BBEE certificate or sworn affidavit.
- f) Failure to attend a compulsory virtual briefing session.
- g) The submission of a bid which does not meet the specifications and conditions of the bid.

5. OBJECTIVE AND SPECIFICATIONS OF THIS RFQ

The purpose of this Request for Proposal is to appoint a service provider to provide Travel management to the NECT. The objective is appoint a service provider who will assist NECT with all travel requirements inclusive of accommodation, short & long term car hires etc.

6. SCOPE OF WORK

The primary objective in issuing this RFP is to enter into an agreement with a successful bidder who will provide the NECT with the travel management services that are consistent, reliable, efficient and economical that meets the staff needs. The travel management services will include inter alia:

- a. The travel services will be provided to all travellers travelling on behalf of the NECT, locally and internationally. This will include employees and contractors, consultants and clients where the agreement is that the NECT is responsible for the arrangement and cost of travel.
- b. Provide travel management services during normal office hours (Monday to Friday 08h00 – 17h00) and provide after hours and emergency services.
- c. Familiarisation with current the NECT travel business processes and controls.
- d. Familiarisation with current travel suppliers and negotiated agreements that are in place between the NECT and third parties. Assist with further negotiations for better deals with travel service providers.
- e. Ensure compliance with the NECT finance and procurement policies and procedures
- f. Penalties incurred as a result 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 the NECT to update their travellers' profiles.
- h. Ensure timeous receipt of invoices from third parties.
- i. Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
- j. Provide workshop management services e.g., booking of fit for purpose hotels, onsite support

1. Reservations

- a) Receive travel requests from travellers and/or travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveller via the agreed communication medium.

- 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 for all travel requests where the routing or destination permits.
- e) Book the negotiated discounted fares and rates where possible.
- f) Must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- 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) 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 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 their own 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) Visa applications will not be the responsibility of the TMC.
- q) Negotiated airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by National Treasury or by the NECT are non-commissionable, where commissions are earned for the NECT bookings all these commissions should be returned to the NECT on a quarterly basis.
- r) Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by the NECT.
- s) Timeous submission of proof that services have been satisfactorily delivered (invoices) as per the NECT' instructions.

II. Air Travel Services

- a) The TMC must 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 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) Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.
- 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 if and when required.

III. Car Rental and Shuttle Services

- a) The TMC will book the approved category vehicle in accordance with the NECT Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
- b) The travel consultant 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.
- 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 NECT 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 NECT 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.

IV. Communication

- a) The TMC may be requested to conduct workshops and training sessions for Travel Bookers of the NECT.
- 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. Link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

V. Financial Management

- a) The TMC must implement the rates negotiated by the NECT 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 the NECT for payment within the agreed time period.
- 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 the NECT for the services rendered.
- 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) Consolidate Travel Supplier bill-back invoices.
- g) In certain instances, where institutions have a travel lodge card in place, the payment of air, accommodation and ground transportation is consolidated through a corporate card vendor.
- h) The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to the NECT' Financial Department on the agreed time period (i.e. 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.
- i) Ensure Travel Supplier accounts are settled timeously.

VI. 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 tools.
- b) The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.
- c) All management information and data input must be accurate.
- d) The TMC will be required to provide the NECT 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.
- e) Reports must be accurate and be provided as per the NECT' 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).
- f) The NECT may request the TMC to provide additional management reports.

- g) Reports must be available in an electronic format for example Microsoft Excel.

VII. Account Management

- a) An Account Management structure should be put in place to respond to the needs and requirements of the Government Department and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- b) The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the NECT's account.
- c) The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
- 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 NECT' 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 are 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

VIII. Rate schedule

Bidders are encouraged to provide three different pricing models as per the table below:

Variable Costing model (% based)	Fixed costing model (Rate)	Hybrid costing model (fixed + Variable)

7. EVALUATION METRICS & CRITERIA

In terms of good corporate governance, a supplier should not be appointed where there is an existing real or perceived conflict of interest. Confirmation is required from each service provider that there are no existing or perceived conflicts of interest affecting independence.

- a) This RFQ will be conducted in accordance with NECT procurement policy.
- b) Shortlisted service providers may be invited to provide a presentation to the NECT on their proposed solution, at their own cost.
- c) In accordance with the NECT procurement policy, the proposal evaluation process shall be carried out in three (3) steps, namely:
 - Step 1: Mandatory requirement

- Step 2: Functionality evaluation
 - Step 3: BEE and Pricing
- d) Service Providers will be evaluated on functionality as spelled out in Step 2 below. The proposals that score points which exceed the minimum threshold provided on functionality will be invited to proceed to Phase 2 (submission of full and costed proposal).
- e) The evaluation criteria for the assessment of the proposals will be based on qualitative and quantitative aspects of the proposal.

8. SUBMISSION REQUIREMENTS

Step 1: Mandatory requirements

The failure to meet the following requirements or to provide the information requested below, may lead to an immediate disqualification.

The following documents must be attached with the submission:

- a) BBBEE Certificate or Exempted micro enterprise certificate signed by Registered auditor.
- b) Tax clearance certificate
- c) Declaration of interest
- d) Company registration documents including Identity documents of Directors.
- e) Banking details – original cancelled cheque or bank statement/ Confirmation letter.

Step 2: Functionality Evaluation

Minimum required score for functionality is 75 points out of 100 points and any bidder scoring less than 75 points will not be considered for further evaluation.

CRITERIA	MAX POINTS
1. Relevant Experience in the bidder's area of expertise: The service provider with a 'experience in both international and domestic travel including car hire: <ul style="list-style-type: none"> • 2-4 years of experience = 10 points • 5 - 8 years of experience = 20 points • 8.5 or more years of experience = 30 points 	30
2. Portfolio evidence: Provide evidence or reference letters where similar contracts exceeding R5 million was undertaken during the last five (5) years (on letterhead) from reputable previous clients and organizations: <ul style="list-style-type: none"> • Value of contract R3-R5 million = 15 points 	30

CRITERIA	MAX POINTS
<ul style="list-style-type: none"> Value of contract exceeding R5 million with reference letters= 30 points 	
3. Skills and expertise for resources to be deployed to the project (attach CV's and Qualifications): Resource with 10 years or more relevant experience and qualifications: years. <ul style="list-style-type: none"> 5-10 years = 10 points 10 years or more = 20 points 	20
4. Technical Approach (Project Design, Management Plan)- Methodology/approach to implement services and a clearly defined implementation plan. The service provider should demonstrate the capability to manage group bookings (Describe your capability of Managing Group bookings, Meetings, Conference & Events) including the Afterhours and Emergency Services. The Service provider should include the booking tools.	20
Total	100

SCORING	
Very Good: 16-20	Important issues are approached in an innovative and efficient way, indicating that the bidder has outstanding knowledge of their area of expertise.
Good: 10-15	The approach is tailored to address the specific objectives and requirements and is sufficiently flexible to accommodate changes that may occur during the execution. There is a fair degree of details that facilitate understanding of the proposed work plan.
Satisfactory: 6-10	The approach does not adequately deal with the critical characteristics of the project. All key activities are included in the activity schedule but are not detailed
Poor: 1-5	Proposal/work plan is poor and is unlikely to achieve project objectives and requirements. The plan omits important tasks and correlation among them are inconsistent with the approach paper. There is lack of clarity and logic in the sequencing.

Step 3: B-BBEE and Pricing

B-BBEE contribution	Status level of	Number of points (80/20 system)
	1	20
	2	18
	3	16

4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

The evaluation for Price and B-BBEE shall be based on the 80/20 PPPFA. The principle and the points for evaluation criteria are as follows:

Evaluation criteria	Points
Price	80
BEE	20
Total	100

9. TERMS AND CONDITIONS OF THE BIDDERS

- NECT reserves the right not to award the bid/project/contract.
- NECT reserves the right to call for interviews with short-listed bidders before final selection.
- Successful Bidder/s may be invited for presentation when deemed necessary.
- NECT reserves the right to negotiate price with the preferred bidder.
- NECT reserves the right to appoint more than one (1) service provider
- Late submissions will not be considered.