



QUESTIONS AND ANSWERS

RFP 16/2018 Provision of Travel Management and Related Services

Last updated : 23 March 2018

#	QUESTION	SARS RESPONSE
1	Do you currently make use of an Online booking tool? If so which one?	Yes, SARS has access to the current TMC's online solution for viewing purposes (airline schedules, availability of accommodation, car rental and shuttles, accessing invoices and reports). If so which one? This information is immaterial to the bidder.
2	Do you currently make use on an onsite service configuration? If so, how many consultants are servicing you onsite?	Yes, SARS has access to the TMC's operations team onsite. If so, how many consultants are servicing you onsite? This information is immaterial to the bidder. The bid requirement is for the bidder to price according to the staffing complement specified in the pricing sheet where it is clearly shown whether the staff will be based on-site or off-site.
3	Is this bid going to be awarded to several service providers or just one?	No. It will be awarded to one bidder, unless under exceptional circumstances.
4	I have noted under the specifications that you require an onsite service for operational services, please clarify if this is nationally or at a central office?	On-site support staff will be based in Pretoria, Brooklyn at SARS offices.
5	I wish to enquire if Corporate Shuttle Service Providers would have an opportunity to tender for only this portion of their core services, i.e. Shuttle / Transfer Services in this or any other RFP?	No, the tender is only for Travel Management Service providers.

<p>Can you please advise the percentage of bookings that are requested for processing at short notice</p>	<p><u>DOMESTIC TRAVEL</u></p> <p><u>Advanced Days:</u> %</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 80%;">0-3</td><td style="text-align: right;">15</td></tr> <tr><td>4-7</td><td style="text-align: right;">20</td></tr> <tr><td>8-13</td><td style="text-align: right;">36</td></tr> <tr><td>14-20</td><td style="text-align: right;">19</td></tr> <tr><td>21+</td><td style="text-align: right;">10</td></tr> </table> <p><u>INTERNATIONAL TRAVEL</u></p> <p><u>Advanced Days:</u> %</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 80%;">0-3</td><td style="text-align: right;">42</td></tr> <tr><td>4-7</td><td style="text-align: right;">30</td></tr> <tr><td>8-13</td><td style="text-align: right;">13</td></tr> <tr><td>14-20</td><td style="text-align: right;">6</td></tr> <tr><td>21+</td><td style="text-align: right;">10</td></tr> </table>	0-3	15	4-7	20	8-13	36	14-20	19	21+	10	0-3	42	4-7	30	8-13	13	14-20	6	21+	10
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BRIEFING SESSION QUESTIONS AND ANSWERS

Last updated : **15 March 2018**

#	QUESTION	SARS RESPONSE
1	If we are a small travel management consultant company with no IATA accreditation but book our airline tickets through a company that is IATA accredited, can we submit their IATA certificate as part of our bid proposal?	In order to submit another companies IATA accreditation certificate, the bidder must submit a signed joint venture/ consortium agreement as evidence of a formal relationship between the two companies.

2	When answering the RFP document - must we answer the scope of work section on page 10 onwards as well as the technical scorecard? If so, must this be done separately or do we only answer the technical scorecard?	Refer to point paragraph 10. Instruction to Bidders of the main RFP document on how to package and submit their proposals. Bidders must refer to paragraph 13 (Annexures A1) for technical responses.
3	Regarding annexure A2, do bidders have to print and fill-in manually or type on the soft copy?	Bidders can furnish the form in both ways.
4	What will be the duration of the contract for this tender?	Refer to paragraph 12.2. Duration of Contract of the main RFP document.
5	Should bidders initial all their submitted documents and if so, which part of the document should be initialled?	This is not specified anywhere in the main RFP that all documents be initialled. However, where applicable, a number of documents do indicate that bidders must initial, signed and return the documents to SARS with their bid submission.
6	Do VIP costs form part of the management fee or should bidders cost them under the ad-hoc template?	<p>The VIP costs should be quoted as part of the management fee. Refer to paragraph 9.3.1.7. of the main RFP document.</p> <p>Please note that adhoc (after hours support) should not be included in the monthly flat management fee. The cost for adhoc will be billed separately as and when the services are rendered.</p>
7	Pricing Schedule – error in the application of VAT.	<p>Please note that there was an error in the formulae which based the VAT at 14% instead of 15% in column D of the pricing schedule on the Management fee tab.</p> <p>The correct version of the pricing schedule has been uploaded as version (v2).</p>
8	Can bidders counter propose the number of resources for the Travel Management Office as outlined in the pricing schedule?	Bidders must adhere to the requirements as outlined in the pricing schedule on the number of resources for operational and finance support services and onsite/offsite support staff.

9	Please clarify the billing for Adhoc – After hours support services.	Please note that the billing for after-hours support services does not form part of the monthly management fee. The billing for after-hours support services will be on separate invoice from the monthly management fee.
10	When will the Draft Service Level Agreement be uploaded?	The draft Service Level Agreement was uploaded on the website on 15 March.
11	Will site inspection be conducted?	Refer to paragraph 12.4 (d)