

# **SOUTH AFRICAN REVENUE SERVICE**

## **REQUEST FOR PROPOSAL**

**RFP 29/2022**

**PROVISION OF TRAVEL MANAGEMENT AND RELATED  
SERVICES**

**MAIN RFP DOCUMENT**

**INSTRUCTIONS, GUIDELINES, AND CONDITIONS OF TENDER**

TABLE OF CONTENTS

1	PURPOSE OF THIS REQUEST FOR PROPOSAL.....	3
2	OVERVIEW OF SARS' REQUIREMENTS .....	3
3	STRUCTURE OF THE RFP PACK.....	17
4	KEY ACTIVITIES AND DATES .....	17
5	COMMUNICATION .....	18
6	TENDER PREPARATION AND SUBMISSION .....	18
7	EVALUATION OF PROPOSALS.....	21
8	TRUSTS, JOINT VENTURES, SUBCONTRACTING AND OTHER ARRANGEMENTS .....	31
9	COMPLAINTS AND ALLEGATIONS .....	33
10	GENERAL CONDITIONS OF BIDDING .....	33
11	GLOSSARY OF TERMS / ACRONYMS .....	38
12	CHECKLIST OF RETURNABLES.....	39

## REQUEST FOR PROPOSAL

### 1 PURPOSE OF THIS REQUEST FOR PROPOSAL

- 1.1 The purpose of this Request for Proposal (RFP) is to invite potential Travel Management Companies (TMC) herewith referred to as “Bidders” with International Air Travel Association (IATA) accreditation and a minimum of B-BBEE level 3 for the provision of travel management and related services to SARS.
- 1.2 The TMC will provide all services to SARS’ travellers off site.

### 2 OVERVIEW OF SARS’ REQUIREMENTS

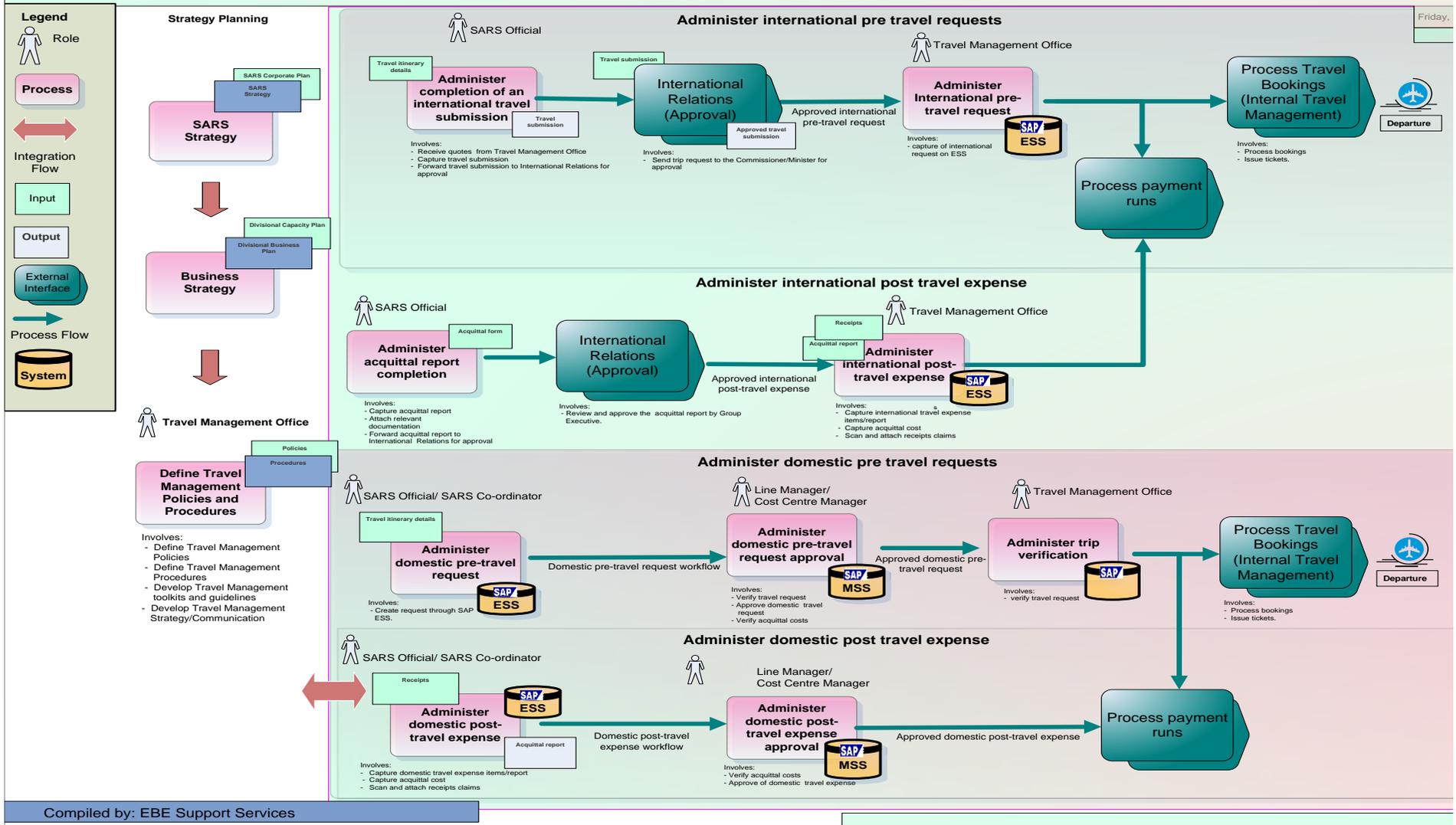
#### 2.1 BACKGROUND

SARS has always contracted the services of a TMC to process and manage the travel and related services required for SARS to conduct its business operations across the country and internationally and facilitate the achievement of SARS’ mandate. Business travel is not SARS’ core business and therefore the organisation contracts an external service provider to deliver these services to SARS as this is the TMC’s area of expertise. The SARS Travel Management Office fulfils different functions from those of the travel management companies.

SARS’ primary objective in issuing this RFP is to enter into an agreement with a successful bidder who will achieve the following:

- Provide SARS with travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction;
- Achieve significant cost savings for SARS without any degradation in the services; and
- Appropriately contain SARS’ risk and its travellers’ risk.

# Travel Management Process Overview Diagram



Compiled by: EBE Support Services

## 2.2 SARS TRAVEL VOLUMES

The current SARS total volumes per annum include air travel, accommodation, car hire, etc.

The table below details the number of transactions for the past three (3) Financial Years:

Table 2A: July 2018 to June 2019 (12 months actuals)

<b>Travel Statistics Jul 18 - Jun 19</b>			
<b>Service / Category</b>	<b>Sum of Transactions</b>	<b>Sum of Bed Nights</b>	<b>Sum of Car Days</b>
Accommodation	16070	42126	0
Accommodation International & Cross Borders	119	419	0
Accommodation No Show	41	49	0
After Hours Calls	757	0	0
Airport Parking	182	0	0
Car Hire	4942	0	12347
Domestic Air Travel	16393	0	0
Insurance	0	0	0
International Air Travel	252	0	0
Parking	11	0	0
Railways, Bus, Ferry Res	17	0	0
Tours Domestic	4	0	0
Transfer No Show	4	0	0
Transfers Domestic	3328	0	0
Visa And Passports Charges	1	0	0
<b>Grand Total</b>	<b>42121</b>	<b>42594</b>	<b>12347</b>

Table 2B: July 2019 to June 2020 (12 months actuals)

<b>Travel Statistics Jul 19 - Jun 20</b>			
<b>Service / Category</b>	<b>Sum of Transactions</b>	<b>Sum of Bed Nights</b>	<b>Sum of Car Days</b>
Accommodation	12186	28891	0
Accommodation International & Cross Borders	59	177	0
Accommodation No Show	35	64	0
After Hours Calls	408	0	0
Airport Parking	186	0	0
Car Hire	3545	0	10166
Domestic Air Travel	10729	0	0
International Air Travel	66	0	0
Parking	5	0	0
Transfer No Show	5	0	0
Transfers Domestic	4107	0	0
<b>Grand Total</b>	<b>31331</b>	<b>29132</b>	<b>10166</b>

Table 2C: July 2020 to June 2021 (12 months actuals)

Travel Statistics Jul 20 - Jun 21			
Service / Category	Sum of Transactions	Sum of Bed Nights	Sum of Car Days
Accommodation	1924	5353	0
After Hours Calls	124	0	0
Airport Parking	6	0	0
Car Hire	443	0	1892
Conference Package	1	0	0
Domestic Air Travel	997	0	0
International Air Travel	-4	0	0
Transfer No Show	1	0	0
Transfers Domestic	302	0	0
<b>Grand Total</b>	<b>3794</b>	<b>5353</b>	<b>1892</b>

Table 2D: July 2021 to June 2022 (12 months actuals)

Travel Statistics Jul 21 - Jun 22			
Service / Category	Transactions	Bed Nights	Car Days
Accommodation	5146	17740	0
Accommodation International & Cross Borders	3	18	0
Accommodation No Show	13	3	0
After Hours Calls	245	0	0
Air Charter Domestic	1	0	0
Airport Parking	39	0	0
Car Hire	853	0	3429
Conference Package	2	0	0
Domestic Air Travel	3174	0	0
Insurance	9	0	0
International Air Travel	8	0	0
Parking	5	0	0
Railways, Bus, Ferry Res	5	0	0
Transfer No Show	1	0	0
Transfers Domestic	836	0	0
<b>Grand Total</b>	<b>10340</b>	<b>17761</b>	<b>3429</b>

**Note:**

- The figures are meant for illustration purpose to assist the bidder to prepare their proposal.
- In 2020 the travel volumes reduced due to Covid19.
- Bidders must note that SARS will review the proposed management fee with the appointed Service Provider on an on-going basis as outlined in the Service Agreement based on actual travel volumes.

**2.3 SCOPE OF WORK**

The successful bidder will be required to provide travel management services. Deliverables include the provision of the following:

### 2.3.1. BOOKING SERVICES

#### 2.3.1.1 Reservations

- a. All bookings will be expected to comply with the SARS Travel Management Services policy, National Travel Framework, National Treasury cost containment measures related to travel and subsistence, and the agreed Services Agreement.
- b. All bookings must be made through preferred suppliers unless additional suppliers are required to be sourced in the specific area, in which case the bidder will recommend or source suitable suppliers.
- c. Three (3) quotes must be obtained for all travel requests.
- d. The bidder must have an in-depth understanding of all destination points and advise the travellers accordingly of proposed routes for all travel. The successful bidder must be in a position to offer advice and alternative plans for consideration to the traveller(s) covering the accommodation, air travel, car hire as well as anything else related to the proposed travel.
- e. Arrange and process changes to bookings.
- f. The bidder must submit all necessary travel documents to the traveller immediately once issued.

#### 2.3.1.2 Air Travel: Domestic and International

- a. The bidder must be able to book low-cost carriers.
- b. Only IATA accredited airlines must be used.
- c. Airline tickets must include the applicable airline agreement number, as well as the individual loyalty programme number of the traveller.
  - i. Book airline tickets: A minimum of three (3) quotes must be obtained for all travel requests. Where three (3) quotes cannot be obtained approval must be sought from SARS.
  - ii. The airline which provides the most cost-effective pricing or the lowest logical fare routing must be proposed to SARS at all times.
  - iii. Airline tickets and other travel documents must be delivered electronically to the travellers as soon as it has been issued.
  - iv. The bidder must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustment 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.
  - v. The bidder must conclude Corporate Travel Agreements with airlines where there are no agreements between the airlines and National Treasury. The credits earned by SARS will be used at SARS' discretion.
  - vi. All air travel must be billed against the SARS Diners Lodge card.
  - vii. Book parking facilities at the airports, where necessary, for the duration of the travel at no additional cost to SARS.

#### 2.3.1.3 Accommodation: Domestic and International

- a. All domestic accommodation bookings must not exceed the prescribed maximum allowable rates as prescribed by National Treasury Instruction 07 of 2022/2023 for Cost Containment related to travel and subsistence.
- b. All accommodation bookings must be made with an establishment 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).
- c. Bidder will source suitable accommodation bearing in mind the safety and accessibility for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by SARS.
- d. Any commissions earned by the bidder for SARS' bookings on non-negotiated rates must be returned to SARS on a quarterly basis.
- e. Accommodation vouchers must be issued to all SARS travellers for accommodation bookings and must be invoiced to

**SARS CONFIDENTIAL**

SARS monthly. Such invoices must be supported by a copy of the original accommodation charges.

2.3.1.4 Car/Shuttle Hire

- Bidder must book car/shuttle hire for SARS travellers.
- Bidder must have a process to manage traffic fines and ensure that all traffic fines are re-routed to the traveller.
- SARS is self-insured and the bidder must submit invoices for all damages to the SARS insurance department within 14 calendar days.

2.3.1.5 Visa Applications

Bidders must familiarise themselves with the visa requirements for official, diplomatic and personal passports.

The relevant visa and health information related to the country to be visited must be provided to the traveller.

2.3.1.6 VIP Client Services, including:

Personalised service to the Office of the Commissioner (OOC), SARS senior leadership, including but not limited to:

- Dedicated VIP consultant to service the Commissioner, physical security official and support staff and additional dedicated VIP consultant to service SARS' senior leadership and other VIP travellers, their physical security officials and support staff.
- The VIP consultants must provide the following services, including but not limited to:
  - Online check-in for all flights.
  - E-mail confirmation from all international accommodation service providers for traveller-specific requirements.
  - Pre-trip and post-trip travel advice.
  - Assistance with recommendation and enrolments for loyalty programmes memberships.

2.3.1.7 After Hours and Emergency Services

- a. Dedicated and exclusive after-hours assistance for VIP travellers (Office of the Commissioner, SARS senior leadership and any other VIP travellers including their physical security officials and support staff - Refer to paragraph 2.3.1.6) must be provided.
- b. The bidder must provide after hours or emergency assistance at a local facility. A call centre facility should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to. This requirement must accommodate world time differences. When required by SARS, the bidder must be able to perform all travel management and related services after hours.
- c. The after-hours assistance staff must be able to send emails, and/or SMSs to communicate travel arrangements to the traveller and make external telephone calls to both domestic and international destinations.
- d. SARS' official hours for the travel management office are from 07:30 to 17:00. After hours services must be provided from:
  - Monday to Friday: 17:01 to 07:29.
  - Saturday, Sunday and Public Holidays: 24hours.

#### 2.3.1.8 Management of Complaints and Resolution of Queries & Escalations

- a. The bidder must have in place a clear established queries, escalations and complaints management process which includes acknowledgement within 2 hours, investigation and provision of a written report within three (3) business days indicating the root cause analysis of each incident and mitigation strategies to be implemented to prevent recurrence which must be sent to the SARS Travel Management Office.
- b. The bidder has described how the queries and complaints resolution process will be handled within 24 hours
- c. The bidder must provide feedback to the complainant and the SARS Travel Management Office Manager regarding progress in the resolution of the complaint, within the turnaround times specified by SARS.
- d. A detailed complaints and compliments register must be maintained by the bidder.

#### 2.3.1.9 Efficient Communication

- a. Ensure sound communication with all stakeholders, i.e. travellers, travel suppliers and the SARS Travel Management Office. It must be able to link the business traveller, travel co-ordinator and travel manager in one smooth continuous workflow.
- b. Bidder, together with SARS, to conduct bi-weekly operations meetings, monthly strategic meetings, quarterly and annual reviews.
- c. On an ad hoc basis, the bidder may be required to conduct workshops / training to update SARS on new travel management trends, bidder's systems and processes etc. at no cost to SARS.

#### 2.3.1.10 Manage Billing

- a. Implement and manage negotiated rates with travel suppliers.
- b. Enable savings on total annual travel expenditure and provide proof of same at quarterly reviews.
- c. Manage travel supplier accounts.
- d. Manage the processing of airline refunds.
- e. SARS utilises a wide variety of accommodation establishments country wide. The bidder will be required to offer a 30-day account (bill-back) facility to the accommodation establishments or pre-payments facilities as required by the establishments. Bill-back refers to the supplier sending the bill-back to the bidder, who, in turn, invoices SARS for the services rendered. Where pre-payments are required for smaller bed & breakfast / guest house facilities, these will be processed by the bidder. These are occasionally required at short notice and even for same day bookings. Ensure travel supplier accounts are settled within 30-days or bi-weekly for Small Micro Medium Enterprises (SMME) suppliers.
- f. Manage the bill-back process for all travel service providers (i.e. Accommodation, car hire and shuttle companies). Submit electronic version of bill-back report.
- g. All pre-payments accounts for both domestic and international travel service providers must be kept up to date to avoid the any inconvenience to SARS travellers being disallowed to check-in.
- h. Consolidate SARS Diners Lodge card expenses and submit an electronic version.
- i. The bidder must in addition to SARS Diners Lodge card have alternative methods of payment for travel services.
- j. Ensure that all costs incurred due to the bidder's errors will be absorbed by the bidder.

#### 2.3.2. DATA MANAGEMENT AND INFORMATION PROVISION

- a. Provide password-protected access to SARS to extract live real-time data from the bidder's system at any given time.
- b. Provide a single consolidated information source for all travel related expenses with automated reporting tools. Integration of travel costs into corporate financial and management accounting systems must be possible.
- c. **Monthly reports** to be provided must include but not limited to the following:

i. Travel Activities

- compliments and complaints register
- Long term accommodation and car hire
- Productivity report (consultants)
- Domestic, Regional & international travel analysis reports
- Cost containment exception reports
  - Accommodation exceeding prescribed National Treasury rates
  - Car rental exceptions
  - Air travel exceptions
  - Out of seven (7) days advance travel bookings
  - Top 10 travellers domestic and international
- Monthly divisional dashboards etc.

ii. Data Extracts

- Monthly raw data extract
- Monthly data analysis reports

iii. Finance

- Commissions reconciliation
- Creditor's ageing analysis Diners Lodge card
- No show reports (accommodation, car hire and airline)
- Land arrangements
- Airline cancellations and refunds

d. **Weekly Travel reports** to be provided must include but not limited to the following:

- Billing issues
- Operational issues: escalations and challenges etc.
- Open vouchers
- Open tickets
- Airline tickets refunds report
- Outstanding bookings or bookings in progress

### 2.3.3. QUARTERLY AND ANNUAL REVIEWS

- a. Quarterly reviews are required to be presented by the bidder on all SARS' travel activities for the previous three-month period. These reviews are comprehensive and presented to SARS' Procurement, Finance, Corporate Legal Services and SARS Travel Office management teams as part of the performance management reviews based on the service levels.
- b. Similarly, annual reviews are required to be presented by the bidder on all SARS' travel activities for the previous twelve (12) month period.
- c. Consolidated savings report.
- d. Update on travel industry trends.

#### 2.3.4. PERSONNEL RESOURCES

The required minimum resources from TMC to SARS account are as follows:

- X1 Head of Operations – to handle all escalations relating to SARS accounts
- X1 Account Manager – to provide overall oversight on the SARS account and all SARS travel requirements
- X1 Operations Manager – to manage day-to-day operations of all travel services for SARS
- X2 Senior consultants – to process complex SARS travel requests
- X8 Junior consultants – to process SARS travel requests
- Admin back-office staff shared services – TMC to determine the number based on SARS volumes.

**Note:**

- The number of resources stipulated above is a minimum from SARS based on history.
- It is the TMC's responsibility to propose the optimum number of resources required to support and manage the SARS travel requirements.
- The proposed number of resources by the TMC are subject to change based on the review of SARS' travel volumes on a quarterly basis.

#### 2.3.5. OTHER SERVICES

The bidder must provide the following services:

- a. Destination advice on, including but not limited to:
  - Health warnings
  - Weather of the respective destination
  - Places of interest
  - Cost and information of commuting on public transport
  - Location of accommodation
  - Rules and procedures of airports and/or the foreign countries
  - Travel alerts
  - Supplier and product updates
- b. Electronic voucher retrieval via web and smart phones e.g. via app
- c. System-generated SMS notifications for travel confirmations
- d. Global Travel Risk Management detailed plan, including but not limited to:
  - Risk assessment
  - Evacuation processes
  - Traveller tracking

#### 2.3.6. VALUE-ADDED SERVICES

The bidder must propose value-add services which may include but not limited to the following: secure reliable and special travel services to maximise value for money for SARS e.g., parking, preferred seating, waitlist clearance, special meals,

travellers with disabilities, forex, Visa requirements, Vaccination etc.

### **2.3.7. ONLINE TRAVEL SOLUTION OWNED AND/OR MANAGED BY BIDDER**

#### **2.3.7.1. 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

#### **2.3.7.2. Online Booking Tool (OBT)**

The TMC must have their own Online Booking Tool (OBT) where SARS travellers can request and book their official business trips online.

#### **Minimum Additional Requirements for the Travel Booking Tool Functionalities**

The Travel Booking Tool must have at least the following minimum functionality not limited to:

- a. Profile creation for all 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 i.e. car hire, accommodation, flights, shuttle etc.
- d. Apply all corporate agreed airline discounts on flight bookings
- e. Name change, route change, and flight change functionality
- f. Provide booking cancellation facility for employees and refund functionality for back office
- g. Enforce travel policy and detect 'out of policy' activities
- h. Provide monthly report and/or raw data for the back office
- i. Direct interface in the backend to at least one of the following Global Distribution System (GDS) systems: Travelport, Amadeus or Sabre or fully independent end-to-end solution, including fulfilment
- j. Workflow approval with capability to send booking confirmations via e-mail and SMS
- k. Data synchronization with travel agency
- l. Example of available reporting

## **2.4 PRICING MODEL**

The pricing model is based on fixed monthly management fees applicable to day-to-day operational activities. Bidders must note that SARS will review the proposed management fee with the appointed Service Provider on an on-going basis as outlined in the Service Agreement based on actual travel volumes. After-hours support services may be billed separately on a transactional basis. The Travel Management Company must have a dedicated team (booking consultants) to provide all travel services to SARS off-site. Bidders must refer to Annexure B for detailed pricing schedule.

## **2.5 POST TENDER AWARD**

Ensure that within six (6) weeks from the date of award the bidder is operational and ready to render the services.

## 2.6 SARS' REQUIREMENTS FROM BIDDERS / DOCUMENTATION REQUIRED

Bidders must respond to all the information required in this section in their bid proposals. Bidders should also refer to paragraph 2 above, which details the background and technical requirements.

### 2.6.1. COMPANY PROFILE

The bidder should provide in their response detailing:

- The profile of the company indicating a minimum of five (5) years' experience in the travel industry.

### 2.6.2. PERSONNEL RESOURCES

The bidder should provide CVs of all dedicated staff to SARS indicating experience in the travel management industry including:

- X1 Head of Operations with a minimum of five (5) years' experience;
- X1 Account Manager with a minimum of five (5) years' experience;
- X1 Operations Manager with a minimum of five (5) years' experience;
- X2 Senior consultants with a minimum of five (5) years' experience;
- X8 Junior consultants with a minimum of three (3) years' experience.
- Admin back-office staff shared services – TMC to determine the number based on SARS volumes.

**Note: CVs must be signed by both the Bidder's authorised representative and the resource concerned, in order to confirm that it is accurate and complete.**

### 2.6.3. TRAVEL SERVICES

#### 2.6.3.1. Management of all reservations / bookings

The bidder has described the process flow including their standard operating procedures on how all travel reservations/ bookings will be handled for the following:

- Air
- Accommodation
- Car/shuttle hire

#### 2.6.3.2. Management of all refunds and non-refundable airline tickets

The bidder has described the refund process flow and how unused non-refundable airline will be managed.

#### 2.6.3.3. List of national and international service providers

- a. The bidder has provided a list of domestic travel service providers in all geographic locations where SARS has operations for the following services:

- Accommodation; and
  - Various modes of transport.
- b. The bidder has provided a list of international travel service providers for the following services:
- Accommodation; and
  - Various modes of transport.
- c. Value-added services

The bidder has proposed value-add services which may include but not limited to the following: secure reliable and special travel services to maximise value for money for SARS e.g., parking, preferred seating, waitlist clearance, special meals, travellers with disabilities, forex, Visa requirements, Vaccination etc.

#### 2.6.3.4. Management of complex itinerary

The bidder has provided an example of a detailed complex itinerary confirmation that includes the following:

- Air Travel
- Accommodation
- Transport e.g. car/shuttle hire, train and bus
- Visa requirements
- Travel insurance cover
- Travel alerts e.g. weather conditions, vaccination requirements etc.

#### 2.6.3.5. Management of invoices and payments

The bidder has described how the invoicing process is managed to ensure the following:

- Alignment with National Treasury Regulations
- Negotiate the best rates with service providers to ensure value for money for SARS
- Reduction of errors e.g. duplicate invoices
- Outstanding open vouchers will be handled effectively
- Maintain up-to-date accounts with domestic service providers.

#### 2.6.3.6. Diners Lodge credit card and other payments methods

- The bidder has described the process flow for making payments using the SARS Diners Lodge credit card and reconciliation thereof.
- The bidder has described an alternative payment method other than the SARS Diners Lodge credit card and provided proof thereof.

#### 2.6.3.7. Management of queries and complaints resolution including management of escalations

- The bidder has described how the queries and complaints resolution process will be handled within 24 hours
- The bidder has provided a clear escalation structure for queries and complaints.

- The bidder has provided a sample of a detailed complaints and compliments register.

2.6.3.8. After-hours and emergency services

The bidder has demonstrated the following:

- Ability to provide all travel services as required by SARS after hours and provided contact details of support services for VIP travellers
- Ability to provide all travel services as required by SARS after hours and provided contact details of support services for other SARS travellers

2.6.3.9. Disaster recovery plan

The bidder has provided details of its disaster recovery plan in the event of power failure, technical difficulties e.g. IT system failures or resource unavailability, etc.

2.6.3.10. Testimonials

The bidder submitted a completed testimonial template (Annexure A3) and has provided 3 recent testimonials from a minimum of three (3) recent clients (not older than 5 years), which are of a similar size to SARS, where travel management and related services were provided.

The testimonial must include the following information for each client:

- Client name;
- The client's contact person and phone number;
- Contract period;
- Description of the services; and
- Level of satisfaction.

The three (3) testimonials must be on a company letterhead or authenticated by a company stamp.

2.6.3.11. Performance reports

The bidder has provided a sample of the following reports to be used for performance management during the lifecycle of the contract as follows:

- A sample of the quarterly and annual detailed travel dashboard reports indicating costs incurred, actual volumes (i.e. car rental, airline, shuttles, accommodation) analysis, challenges and achievements for the relevant period and recommendations to ensure cost savings for SARS.
- A sample of weekly and monthly detailed travel dashboard reports indicating costs incurred, actual volumes (i.e. car rental, airline, shuttles, accommodation) analysis, challenges and achievements for the relevant period and recommendations to ensure cost savings for SARS.

### 2.6.3.12. Bidders Presentation

Bidders will be invited to present a demonstration for paragraph 2.6.12.1 to 2.6.1.12.4 of this RFP document.

#### 2.6.3.12.1. Online booking system

The bidder has demonstrated their online booking system used for all their 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.

#### 2.6.3.12.2. Online booking tool (OBT)

The bidder has demonstrated their Online Booking Tool (OBT) and indicated how SARS travellers can utilise it showing its full functionality including but not limited to:

- Online access to view travel services i.e. accommodation, car rental, flights availability
- Live travel reservations for point to point and apply best rates i.e. car hire, accommodation, flights, shuttle
- Direct interface in the backend to at least one of the following Global Distribution System (GDS) systems: Travelport, Amadeus or Sabre or fully independent end-to-end solution, including fulfilment
- Workflow approval with capability to send booking confirmations via e-mail and SMS
- Example of available reporting

#### 2.6.3.12.3. Call centre services

The bidder has demonstrated a view of their call centre activities / services:

- Availability of a 24/7 hours 365 days call centre
- Fully equipped with the necessary technology (e.g. call recorders, call centre performance reports etc)
- Dedicated team for SARS

#### 2.6.3.12.4. Cost saving strategy

The bidder has described and provided the following:

- Examples of cost savings initiatives (minimum of 5) implemented and achieved at previous clients relating to: Accommodation, Airline and Transport etc.
- Indication of items that were targeted for maximum cost savings results.

### 3 STRUCTURE OF THE RFP PACK

#### 3.1 Structure

3.1.1 This RFP pack is organised into 5 (five) sections consisting of one or more documents in each section.

**Table 1: RFP pack outline and contents**

Section	Index	Description of section contents
1	<b>Main RFP Document</b>	Documents outlining the main RFP guidelines, instructions, conditions and documents necessary for a bidder to submit a proposal.
2	<b>Business Requirements Specification</b>	Document(s) outlining the business requirements specifications, technical requirements and other information required by a bidder to submit a proposal.
3	<b>SBD Documents</b>	Standard Bid Documents (SBDs) and other administrative documents that are required by National Treasury and SARS Procurement to be read, completed, and returned as part of a bidder's proposal.
4	<b>Contract management</b>	The General Conditions of Contract (GCC) and proposed Services Agreement under which SARS wishes to contract the services.
5	<b>Response templates</b>	Where applicable, response templates that are required to be completed and returned as part of a bidder's proposal.

### 4 KEY ACTIVITIES AND DATES

4.1 The table below lists certain key dates and activities relevant from the time of issue of the RFP up to and until the closing date:

**Table 2: Key activities and dates**

No.	Activity	Date / Time / Details
1.	<b>Bid Number</b>	RFP 29/2022
2.	<b>Description</b>	Appointment of a service provider for the provision of travel management and related services
3.	<b>Duration of contract</b>	The successful bidder will be appointed for a period of five (5) years, subject to SARS' terms and conditions
4.	<b>Validity period of proposals</b>	Bids submitted will be valid for a period of 180 calendar days from the closing date. SARS may however, subject to the bidders' consent, extend the validity period prior to expiry thereof
5.	<b>Advertisement of the RFP</b>	a) SARS website: 12 December 2022 b) National Treasury Tender Portal: 12 December 2022 c) eSourcing
6.	<b>RFP pack available for download from SARS website</b>	12 December 2022
7.	<b>Physical briefing session / site inspection date, location, and address</b>	No physical briefing session to be held

8.	<b>Virtual briefing session date and registration</b>	The <b>non-compulsory</b> briefing session will be held virtually on <b>12 January 2023</b> at 10H00 via a Microsoft Teams meeting and can be accessed at the following link: <a href="#">Click here to join the meeting</a>
9.	<b>Bidders to submit written questions before</b>	23 January 2023
10.	<b>SARS to respond to bidders' written questions on or before</b>	26 January 2023
11.	<b>Closing Date and Time (proposals due)</b>	31 January 2023 at 11H00

4.2 All dates and times in this RFP are South African Standard Time. The establishment of a time or date in this RFP does not create an obligation on the part of SARS to take any action or create any right or expectation in any way for any bidder to demand that any action be taken on the date established, or on any other date. A bidder accepts that if SARS extends the deadline (closing date) for proposal submissions for any reason whatsoever, the requirements of this RFP will apply equally to the extended deadline.

## 5 COMMUNICATION

5.1 All communications to SARS must be addressed to the SARS Tender Office, emailed to [tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za), and must contain a clear reference to this RFP. Communication sent by SARS must only be regarded as official communication if sent from [tenderoffice@sars.gov.za](mailto:tenderoffice@sars.gov.za), or a communication accompanied by a letter of authorisation signed by the SARS Procurement Executive.

5.2 A bidder may not make any communication to SARS regarding this RFP other than through the official contact provided in this document. SARS may, at its sole discretion, disqualify a bidder if the bidder communicates or attempts to communicate any information regarding this RFP to any of SARS' employees; officials; or any third parties involved in the preparation, evaluation, or award of the RFP other than through the official contact provided.

## 6 TENDER PREPARATION AND SUBMISSION

### 6.1 Introduction

6.1.1 SARS has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under section 76 of the Public Finance Management Act, 1999 (Act No. 1 of 1999), which prescribes that SARS' procurement processes be:

6.1.1.1 fair, equitable, transparent, competitive and cost-effective; and

6.1.1.2 consistent with the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000), its Regulations, and the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).

### 6.2 Question and answer process

6.2.1 A bidder may submit questions to SARS as part of the question-and-answer process to gain a full understanding of any aspect of the RFP that is not clear to the bidder.

6.2.2 Between the dates given in paragraph 4, SARS will receive written questions sent by bidders by email through the official

## SARS CONFIDENTIAL

contact provided in this document. SARS will respond to these questions, but however is not be obliged to respond to a question should it choose not to do so. The questions and answers will be published on the SARS website. The identity of a bidder who has directed a question to SARS will not be disclosed by SARS in such responses.

- 6.2.3 SARS may issue updated versions of documents issued in the RFP pack and/or may issue additional documentation to form part of the RFP pack. Such reissued or additional documentation will be published on the SARS website. It is a bidder's responsibility to visit the SARS website at regular intervals to ensure that a bidder uses the latest versions of documents in the RFP pack.
- 6.2.4 The SARS procurement website must be treated as the primary means of communication. In the event of any other communication that conflicts with communications posted on the SARS website, the SARS website communication will prevail.

### 6.3 Central Supplier Database

- 6.3.1 All bidders wishing to do business with SARS must register on the Government's Central Supplier Database (CSD) at [www.CSD.gov.za](http://www.CSD.gov.za), and to include in their submission their CSD Master Registration Number. The recommended bidder(s) must be registered on the CSD prior to an award letter / purchase order / signed contract being issued.
- 6.3.2 Foreign suppliers with neither South African tax obligations nor history of doing business in South Africa must complete the questionnaire on the Standard Bidding Document (SBD) 1.

### 6.4 Proposal submission

- 6.4.1 For this RFP, SARS will accept proposal submissions in the form of physical proposal submissions, either deposited in the SARS tender box or posted to the SARS Tender Office.
- 6.4.2 The physical proposal submissions must be deposited in the SARS tender box on or before the closing date and time at the SARS Tender Office, situated at the main entrance at:

**SARS Procurement Tender Office  
Lehae La SARS, Pretoria Head Office  
299 Bronkhorst Street  
Nieuw Muckleneuk,  
Pretoria  
0181**

- 6.4.3 The proposals may also be couriered to the Tender Office – at the address stated above.
- 6.4.4 Proposals will only be considered if received by the SARS Tender Office **before** the closing date and time, regardless of the method used.
- 6.4.5 Late proposals will not be accepted.

### 6.5 Instruction for submitting a proposal

- 6.5.1 This section details the instructions to bidders for preparing a proposal in response to this RFP, which must be followed in detail to enable the information contained in a bidder's proposal to be read, understood and evaluated in a common and consistent layout, and to ensure that the information submitted is correct, complete and well structured. Should a proposal

**SARS CONFIDENTIAL**

be received that is not in the correct format, SARS reserves the right to disqualify the entire proposal or portions of the proposal depending on the extent of the deviation from the format described in this document.

6.5.2 All proposals and supporting documentation must be submitted in English.

6.5.3 A bidder's proposal is required to be submitted as:

<b>1 x Original hardcopy</b>	One (1) original hardcopy proposal clearly marked as " <i>Original</i> "
<b>1 x Duplicate hardcopy</b>	One (1) duplicate hardcopy proposal clearly marked as " <i>Copy</i> "
<b>1 x Electronic copy</b>	One (1) electronic copy of the original hardcopy proposal

6.5.3.1 A "hardcopy proposal" means an A4 ring bound lever arch file.

6.5.3.2 An "electronic copy" means a memory stick (USB stick).

6.5.4 Each hardcopy proposal and electronic copy must be marked and labelled correctly, and must be outer sealed, wrapped and packaged, for ease of reference during the evaluation process.

6.5.5 **Pricing information must be included in a separate file (File 2), and not be included in the technical file (File 1).**

6.5.6 A bidder is required to submit the contents of its proposal (hardcopy and electronic) in the following format:

**Table 3: Format and organisation of proposal**

Files		Section	Responses
<b>File 1:</b> Technical proposal	<ul style="list-style-type: none"> <li>• RFP reference</li> <li>• Description</li> <li>• Bidder name</li> </ul>	<b>1</b>	<ul style="list-style-type: none"> <li>• Prequalification documents (SBD and other documents), <i>excluding SBD 6.1 Preference point claim form</i></li> </ul>
		<b>2</b>	<ul style="list-style-type: none"> <li>• Response to mandatory requirements</li> <li>• Supporting documents for mandatory requirements</li> </ul>
		<b>3</b>	<ul style="list-style-type: none"> <li>• Response to technical requirements</li> <li>• Supporting documents for technical requirements</li> </ul>
		<b>4</b>	<ul style="list-style-type: none"> <li>• Supplementary information</li> </ul>
		<b>5</b>	<ul style="list-style-type: none"> <li>• Draft Services Agreement</li> </ul>
<b>File 2:</b> Price and B-BBEE proposal	<ul style="list-style-type: none"> <li>• RFP reference</li> <li>• Description</li> <li>• Bidder name</li> </ul>	<b>1</b>	<ul style="list-style-type: none"> <li>• B-BBEE certificate or Sworn Affidavit</li> <li>• SBD 6.1 Preference point claim form</li> </ul>
		<b>2</b>	<ul style="list-style-type: none"> <li>• Pricing response template</li> </ul>
		<b>3</b>	<ul style="list-style-type: none"> <li>• 3 most recent years audited / independently reviewed financial statements</li> </ul>

## 7 EVALUATION OF PROPOSALS

### 7.1 Process after the closing date

7.1.1 After the closing date and time SARS will evaluate the proposals with reference to SARS' evaluation criteria. SARS reserves the right to employ subject matter experts to assist in performing such evaluations.

### 7.2 Administrative Prequalification Evaluation Process (Gate 0)

7.2.1 SARS has defined minimum administrative prequalification criteria that must be met by a bidder. The table below contains the administrative prequalification documents that are required as part of a bidder's proposal, which must be completed and signed by the duly authorised representative of the prospective bidder(s).

7.2.2 Where a bidder's proposal fails to comply fully with any of the administrative prequalification criteria, SARS may at its discretion allow the bidder an opportunity to submit and/or supplement the information and/or documentation provided within a period of **five (5) working days** or such alternative period as SARS may determine to achieve full compliance with these criteria before disqualifying the bidder.

**Table 4: Administrative Prequalification Criteria**

	Prequalification documents to be submitted	Instructions	Non-submission may result in disqualification?
1.	SBD 1: Invitation to bid form	Bidder to complete and sign the supplied pro forma document.	YES
2.	SBD 4: Bidder's Disclosure	Bidder to complete and sign the supplied pro forma document.	YES
3.	SBD 6.1: Preference points claim form	Bidder to complete and sign the supplied pro forma document.	NO - Non-submission will lead to a zero score on B-BBEE
4.	Supplier Risk Questionnaire	Bidder to complete and sign the supplied pro forma document.	YES
5.	Proof of registration on the Central Supplier Database (CSD)	Bidder to submit the proof of registration on CSD.	YES
6.	General Conditions of Contract (GCC)	Bidder to sign the supplied pro forma document.	YES
7.	A complete set of three (3) most recent audited / independently reviewed financial statements	Submit complete sets of audited or independently reviewed annual financial statements as detailed in this RFP.	YES - Required for due diligence process for award purposes

### 7.3 Mandatory evaluation process (Gate 1)

7.3.1 Only Bidders that have met the administrative prequalification Criteria in Gate 0 will be evaluated in Gate 1 for mandatory evaluation. The table below contains the mandatory evaluation criteria.

- 7.3.2 If a bidder does not meet any of the mandatory evaluation criteria, the bidder will be disqualified, and the bidder's proposal will not be evaluated further.

**Table 5: Mandatory Evaluation Criteria**

No.	Mandatory evaluation criteria	Bidder to submit as proof
1.	Minimum B-BBEE status level three (3)	Bidders to submit a valid B-BBEE status level verification certificate or a valid Sworn Affidavit as proof.
2.	Valid IATA Accreditation	<p>SARS will verify the validity of accreditation/membership of each bidder with the respective accreditation body. SARS reserves the right to request additional information from bidders to validate accreditation/membership.</p> <p>Invalid and non-verifiable accreditation/membership will lead to disqualification.</p> <p>Bidders may submit proof of a valid accreditation / membership for IATA in the following format:</p> <ul style="list-style-type: none"> <li>• Certificate; or</li> <li>• Accreditation/Membership number and professional body on letter head of the bidding entity.</li> </ul>

#### 7.4 Technical evaluation process (Gate 2)

- 7.4.1 Only bidders that have met the prequalification and mandatory evaluation requirements will be evaluated for technical capability and functionality, strictly according to the technical evaluation criteria below. A bidder is required to provide a technical solution for the services that meet SARS' requirements, and that is financially competitive and offers value for money. Technical Evaluations will be divided as follows:

- Desktop Technical Evaluation – All bidders will be evaluated out of 64 points during Desktop Evaluations.
- Presentation Evaluation – All bidders will be invited for presentations which will be evaluated out of 36 points.

- 7.4.2 The technical evaluation will be scored out of a total of 100 points, and bidders are required to score a minimum threshold of 70 out of 100 points to proceed to the next stage of evaluation, namely price and B-BBEE evaluation.

- 7.4.3 Bidders should refer to Table 6 or Annexure A1 & A2 for the detailed technical evaluation criteria applicable to Desktop and Presentation Evaluations.

**Table 6A: Desktop Technical evaluation criteria**

No.	Technical Evaluation Criteria	Scoring criteria	Points
1.	<b>Company Profile</b>	<b>Scoring Criteria</b>	<b>3</b>
1.1	The bidder has provided in their response:  The profile of the company indicating a minimum of five (5) years' experience in the travel industry.	3 = The bidder has provided the profile of the company indicating a minimum of five (5) years' experience in the travel industry.	3

## SARS CONFIDENTIAL

No.	Technical Evaluation Criteria	Scoring criteria	Points
		0 = The bidder has provided the profile of the company indicating less than five (5) years' experience in the travel industry.  0 = No information provided	
<b>2.</b>	<b>Personnel Resources</b>	<b>Scoring Criteria</b>	<b>12</b>
2.1	<p>The bidder has provided the CVs of dedicated staff to SARS indicating experience in the travel management industry including:</p> <ol style="list-style-type: none"> <li>1) X1 Head of Operations (minimum of five years' experience)</li> <li>2) X1 Account manager (minimum of five years' experience)</li> <li>3) X1 Operations Manager (minimum of five years' experience)</li> <li>4) X2 Senior consultants (minimum of five years' experience)</li> <li>5) X8 Junior consultants (minimum of three years' experience)</li> </ol> <p><b>Note:</b> CVs must be signed by both the Bidder's authorised representative and the resource concerned, in order to confirm that it is accurate and complete.</p>	<p>12 = The bidder has provided the CVs of all dedicated staff to SARS indicating experience in the travel management industry including:</p> <ol style="list-style-type: none"> <li>1) X1 Head of Operations (minimum of five years' experience)</li> <li>2) X1 Account manager (minimum of five years' experience)</li> <li>3) X1 Operations Manager (minimum of five years' experience)</li> <li>4) X2 Senior consultants (minimum of five years' experience)</li> <li>5) X8 Junior consultants (minimum of three years' experience)</li> </ol> <p>0 = Less than required staff, without required minimum experience, No information provided</p>	12
<b>3.</b>	<b>Travel Services</b>	<b>Scoring Criteria</b>	<b>33</b>
3.1	<p>Management of all reservations / bookings:</p> <p>The bidder has described the process flow including their standard operating procedures on how all travel reservations / bookings will be handled for the following:</p> <ol style="list-style-type: none"> <li>(a) Air</li> <li>(b) Accommodation</li> <li>(c) Car/shuttle hire</li> </ol>	<p>6 = The bidder has described the process flow including their standard operating procedures on how all travel reservations / bookings will be handled for the following:</p> <ol style="list-style-type: none"> <li>(a) Air</li> <li>(b) Accommodation</li> <li>(c) Car/shuttle hire</li> </ol> <p>0 = No information provided</p>	6
3.2	<p>Management of all refunds and non-refundable airline tickets:</p> <p>The bidder has described the refund process flow and how unused non-refundable airline tickets will be managed</p>	<p>2 = The bidder has described the refund process flow of how refundable tickets will be managed i.e. refund register, timelines for processing and paying refund</p> <p>0 = No information provided</p>	2

## SARS CONFIDENTIAL

No.	Technical Evaluation Criteria	Scoring criteria	Points
3.3	<p>List of National and International Service Providers:</p> <ol style="list-style-type: none"> <li>1) The bidder has provided a list of Domestic Travel Services Providers in all geographic locations where SARS has operations for the following services: Accommodation, Various modes of Transport.</li> <li>2) The bidder has provided a list of International Travel Services Providers for the following services: Accommodation, Various modes of Transport.</li> <li>3) The bidder has proposed value-add services which may include but not limited to the following: secure reliable and special travel services to maximise value for money for SARS e.g., parking, preferred seating, waitlist clearance, special meals, travellers with disabilities, forex, Visa requirements, Vaccination etc.</li> </ol>	<p>2 = The bidder has provided a list of Domestic Travel Services Providers in all geographic locations where SARS has operations for the following services: Accommodation, Various modes of Transport.</p> <p>2 = The bidder has provided a list of International Travel Services Providers for the following services: Accommodation, Various modes of Transport.</p> <p>2 = The bidder has proposed value-add services which may include but not limited to the following: secure reliable and special travel services to maximise value for money for SARS e.g., parking, preferred seating, waitlist clearance, special meals, travellers with disabilities, forex, Visa requirements, Vaccination etc.</p> <p>0 = No information provided</p>	6
3.4	<p>Management of complex itinerary:</p> <p>The bidder has provided an example of a detailed complex itinerary confirmation that includes:</p> <ol style="list-style-type: none"> <li>(a) air travel</li> <li>(b) accommodation</li> <li>(c) Transport e.g. car/shuttle hire, train, bus,</li> <li>(d) Visa requirements,</li> <li>(e) Travel insurance cover</li> <li>(f) Travel alerts i.e. weather conditions, Vaccination requirements etc.</li> </ol> <p>Bidder must provide one (1) consolidated itinerary with all applicable services for a domestic and international trip. NB: Visa requirements and travel insurance not required for Domestic travel.</p>	<p>4 = The bidder has provided an example of a detailed complex itinerary confirmation that includes the following for both Domestic &amp; International Trip:</p> <ol style="list-style-type: none"> <li>(a) air travel,</li> <li>(b) accommodation,</li> <li>(c) Transport e.g. car/shuttle hire, train, bus,</li> <li>(d) Visa requirements,</li> <li>(e) Travel insurance cover,</li> <li>(f) Travel alerts i.e. weather conditions, Vaccination requirements etc.</li> </ol>	4
3.5	<p>Management of Invoices and Payments:</p> <p>The bidder has described how invoicing process is managed to ensure the following:</p> <ol style="list-style-type: none"> <li>1) Alignment with Treasury Regulations</li> <li>2) Negotiated rates with service providers</li> <li>3) Reduction of errors e.g. duplicate invoices</li> <li>4) Outstanding open voucher will be handled effectively</li> <li>5) Maintain up to date accounts with domestic service providers.</li> </ol>	<p>5 = The bidder has described how invoicing process is managed to ensure the following:</p> <ol style="list-style-type: none"> <li>1) Alignment with Treasury Regulations</li> <li>2) Negotiated rates with service providers</li> <li>3) Reduction of errors e.g. duplicate invoices</li> <li>4) Outstanding open voucher will be handled effectively</li> <li>5) Maintain up to date accounts with domestic service providers.</li> </ol> <p>0 = No information provided</p>	5

## SARS CONFIDENTIAL

No.	Technical Evaluation Criteria	Scoring criteria	Points
3.6	<p>Diners Lodge Credit Card and other Payment Method:</p> <p>1) The bidder has described the process flow for making payments using the SARS Diners Lodge credit card and reconciliation thereof.</p> <p>2) The bidder has described an alternative payment method other than the SARS Diners Lodge card and provided proof thereof.</p>	<p>1 = The bidder has described the process flow for making payments using the SARS Diners Lodge credit card and reconciliation thereof.</p> <p>1 = The bidder has described an alternative payment method other than the SARS Diners Lodge credit card and provided proof thereof.</p> <p>0 = No information provided</p>	2
3.7	<p>Management of Queries and Complaints Resolution including management of escalations:</p> <p>1) The bidder has described how the queries and complaints resolution process will be handled within 24 hours</p> <p>2) The bidder has provided a Clear Escalation structure for queries and complaints</p> <p>3) The bidder has provided a sample of a detailed complaints and compliments register.</p>	<p>1 = The bidder has described how the queries and complaints resolution process will be handled within 24 hours</p> <p>1 = The bidder has provided a Clear Escalation structure for queries and complaints</p> <p>1 = The bidder has provided a sample of a detailed complaints and compliments register.</p> <p>0 = No information provided</p>	3
3.8	<p>After-hours and Emergency Services:</p> <p>The bidder has demonstrated the following:</p> <p>(a) Ability to provide all travel services as required by SARS after hours and provided contact details of support services for the VIP travellers</p> <p>(b) Ability to provide all travel services as required by SARS after hours and provided contact details of support services for other SARS travellers</p>	<p>The bidder has provided details regarding after-hours and emergency services.</p> <p>The details include the following:</p> <p>1 = (a) Ability to provide all travel services as required by SARS after hours and provided contact details of support services for the VIP travellers</p> <p>1 = (b) Ability to provide all travel services as required by SARS after hours and provided contact details of support services for other SARS travellers</p> <p>0 = No information provided</p>	2
3.9	<p>Disaster Recovery Plan</p> <p>The bidder has provided details of its disaster recovery plan in the event of power failure, technical difficulties e.g. IT system failure or resource unavailability.</p>	<p>The bidder has provided details of its disaster recovery plan in the event of power failure, technical difficulties or resource unavailability.</p> <p>The details include the following:</p> <p>1 = Back-up process in the event of power failure</p> <p>1 = Back-up process in the event of technical difficulties e.g. IT system failure</p> <p>1 = Back-up process in the event of resource unavailability</p> <p>0 = No information provided</p>	3

**SARS CONFIDENTIAL**

No.	Technical Evaluation Criteria	Scoring criteria	Points
4.	<b>Testimonials</b>	<b>Scoring Criteria</b>	<b>6</b>
4.1	<p>The bidder submitted a completed testimonial template (Annexure A3):</p> <p>a) The bidder has provided 3 recent testimonials from a minimum of three (3) recent clients (not older than 5 years) which are of a similar size to SARS where travel management and related services were provided</p> <p>The testimonial must include the following information for each client:</p> <ul style="list-style-type: none"> <li>• Client name;</li> <li>• The client's contact person and phone number;</li> <li>• Contract period;</li> <li>• Description of the services; and</li> <li>• Level of satisfaction;</li> </ul> <p>The three (3) testimonials must be on a company's letterhead or authenticated by a company stamp.</p>	<p>Bidder has provided 3 recent testimonials from recent clients 3 recent (not older than 5 years) which are of a similar size to SARS where travel management and related services were provided. The testimonials must include but not limited to:</p> <p>NB: Two (2) points for each 3 recent testimonials, with the below information:</p> <ul style="list-style-type: none"> <li>• Client name;</li> <li>• The client's contact person and phone number</li> <li>• Contract period;</li> <li>• Description of the services; and</li> <li>• Level of satisfaction.</li> </ul> <p>0 = If the size of the client organisation is not similar to SARS &amp; description of the service is not aligned to the scope of work, If the level of satisfaction is poor and if the testimonial does not meet all of the above requirements.</p>	6
5.	<b>Performance Reports</b>	<b>Scoring Criteria</b>	<b>10</b>
5.1	<p>The bidder has provided a sample of the following reports to be used for performance management during the lifecycle of the contract as follows:</p> <p>a) A sample of quarterly and annual detailed travel dashboard reports indicating cost incurred, actual volumes (i.e. car rental, airline, shuttles, accommodation) analysis, challenges and achievements for the relevant period and recommendations to ensure cost savings for SARS.</p> <p>b) A sample of weekly and monthly detailed travel dashboard reports indicating cost incurred, actual volumes (i.e. car rental, airline, shuttles, accommodation) analysis, challenges and achievements for the relevant period and recommendations to ensure cost savings for SARS.</p>	<p>The bidder has provided a sample of the following reports to be used for performance management during the lifecycle of the contract as follows:</p> <p>5 = Quarterly and annual detailed travel dashboard reports indicating cost incurred, actual volumes (i.e. car rental, airline, shuttles, accommodation) analysis, challenges and achievements for the relevant period and recommendations to ensure cost savings for SARS.</p> <p>5 = The bidder has provided a sample of weekly and monthly detailed travel reports indicating cost incurred, actual volumes (i.e. car rental, airline, shuttles, accommodation) analysis, challenges and achievements for the relevant period and recommendations to ensure cost savings for SARS.</p> <p>0 = No information provided</p>	10
#	<b>Total Score</b>	<b>64</b>	

Table 6B: Presentation evaluation

No.	Presentation Evaluation Criteria	Scoring Criteria	Points
<b>6.</b>	<b>Systems</b>	<b>Scoring Criteria</b>	<b>20</b>
6.1	The bidder has demonstrated their online booking system used for all their reservations e.g. Global Distribution System (GDS), showing its full functionality including but not limited to: <ul style="list-style-type: none"> <li>• Booking</li> <li>• Cancellation</li> <li>• Example of invoice</li> <li>• Example of available reporting</li> </ul>	The bidder has demonstrated their online booking system used for all their reservations e.g. Global Distribution System (GDS), showing its full functionality including but not limited to: <ul style="list-style-type: none"> <li>2 = Booking</li> <li>1 = Cancellation</li> <li>1 = Example of invoice</li> <li>1 = Example of available reporting</li> <li>0 = No information provided</li> </ul>	5
6.2	The bidder has demonstrated their Online Booking Tool (OBT) and indicated how SARS travellers can utilise it, showing its full functionality including but not limited to: <ul style="list-style-type: none"> <li>• Online access to view travel services i.e. accommodation, car rental, flights availability</li> <li>• Live travel reservations for point to point and apply best rates i.e. car hire, accommodation, flights, shuttle</li> <li>• Direct interface in the backend to at least one of the following Global Distribution System (GDS) systems: Travelport, Amadeus or Sabre or fully independent end-to-end solution, including fulfilment</li> <li>• Workflow approval with capability to send booking confirmations via e-mail and SMS</li> <li>• Example of available reporting</li> </ul>	The bidder has demonstrated their Online Booking Tool (OBT) and indicated how SARS travellers can utilise it showing its full functionality including but not limited to: <ul style="list-style-type: none"> <li>• 3 = Online access to view travel services i.e. accommodation, car rental, flights availability</li> <li>• 3 = Live travel reservations for point to point and apply best rates i.e. car hire, accommodation, flights, shuttle</li> <li>• 3 = Direct interface in the backend to at least one of the following Global Distribution System (GDS) systems: Travelport, Amadeus or Sabre or fully independent end-to-end solution, including fulfilment</li> <li>• 3 = Workflow approval with capability to send booking confirmations via e-mail and SMS</li> <li>• 3 = Example of available reporting</li> <li>• 0 = No information provided</li> </ul>	15
<b>7.</b>	<b>Call Centre Services</b>	<b>Scoring Criteria</b>	<b>6</b>
7.1	The bidder has demonstrated a view of their call centre activities/ services: <ol style="list-style-type: none"> <li>(a) Availability of a 24-7 hours 365 days call centre</li> <li>(b) Fully equipped with the necessary technology (call recorders, call centre performance reports etc)</li> <li>(c) Dedicated team for SARS</li> </ol>	The bidder has demonstrated a view of their call centre activities/ services: <ul style="list-style-type: none"> <li>• 2 = Availability of a 24-7 hours 365 days call centre</li> <li>• 2 = Fully equipped with the necessary technology (call recorders, call centre performance reports etc)</li> <li>• 2 = Dedicated team for SARS</li> <li>• 0 = No information provided, bidder will score 0 if one or more of the above is not covered.</li> </ul>	6
<b>8.</b>	<b>Cost Savings Strategy</b>	<b>Scoring criteria</b>	<b>10</b>
8.1	The bidder has described and provided the following:	The bidder has presented detailed cost savings initiatives / strategies (more than	10

**SARS CONFIDENTIAL**

No.	Presentation Evaluation Criteria	Scoring Criteria	Points
	(a) Examples of cost savings initiatives (minimum of 5) implemented and achieved at previous clients relating to: Accommodation, Airline and Transport  (b) Indication of items that were targeted for maximum cost savings results	one) including but not limited to:  5 = Examples of cost savings initiatives (minimum of 5) implemented and achieved at previous clients relating to: Accommodation, Airline and Transport  5 = Indication of items that were targeted for maximum cost savings results  0 = No information provided or impractical information provided	
#	<b>Total Score</b>		<b>36</b>

**7.5 Price and B-BBEE evaluation (Gate 3)**

7.5.1 In line with the requirements of the Preferential Procurement Policy Framework Act, 2000, and its Regulations, only bidders that have met or exceeded the minimum threshold for functionality in the technical evaluation, will be evaluated further in terms of the following preference point system:

**Table 7: Price and B-BBEE evaluation**

	Criteria	Points
1.	Price	90
2.	B-BBEE status	10
	<b>TOTAL</b>	<b>100</b>

**7.5.2 Price evaluation (Gate 3, Stage 1)**

7.5.2.1 Points for the price evaluation will be calculated in accordance with the formula stated below.

7.5.2.2 Bidders are required to complete all line items in the pricing response template provided by SARS, which will be used for the price evaluation. The price should be all-inclusive for all the goods and services required in the scope of work, and bidders must ensure the completeness and accuracy of the pricing figures provided in the pricing response template. Failure to complete the pricing response template may lead to a bidder scoring zero for the pricing evaluation or disqualification of the bidder.

**Table 8: Pricing evaluation formula**

Price evaluation formula	Points
$P_s = 90 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	90

Where

- $P_s$  = Points scored for price of proposal under consideration
- $P_t$  = Rand value of proposal under consideration
- $P_{\min}$  = Rand value of lowest acceptable proposal

## 7.5.3 B-BBEE evaluation (Gate 3, Stage 2)

- 7.5.3.1 Points for the B-BBEE evaluation will be allocated in accordance with a bidder's B-BBEE status claimed. Points for B-BBEE can only be awarded to a bidder who submits a valid B-BBEE certificate or sworn affidavit together with the SBD 6.1 Preference points claim form.
- 7.5.3.2 Bidders who do not claim preference points will be scored zero for B-BBEE.
- 7.5.3.3 Failure of a bidder to submit a B-BBEE certificate from a verification agency accredited by the South African Accreditation System (SANAS), a Companies and Intellectual Property Commission (CIPC) B-BBEE Certificate for Exempted Micro Enterprise (EME), or a sworn affidavit confirming annual turnover and level of black ownership in the case of an Exempted Micro Enterprise (EME) and Qualifying Small Enterprise (QSE) together with the proposal, will be interpreted to mean that preference points for B-BBEE are not claimed.
- 7.5.3.4 The B-BBEE certificate or sworn affidavit should be submitted in the name of the bidding entity. If the proposal is submitted by an *incorporated* joint venture, the *incorporated* joint venture must submit their B-BBEE status level verification certificate or sworn affidavit. If the proposal is submitted by an *unincorporated* joint venture arrangement, the *unincorporated* joint venture must submit a consolidated B-BBEE certificate or sworn affidavit as if they were a group structure, and that such consolidated B-BBEE certificate or sworn affidavit is prepared for every separate proposal.
- 7.5.3.5 SARS reserves the right to request bidders to submit proof of any information, to substantiate claims made about their B-BBEE status.

**Table 9: B-BBEE evaluation points allocation**

B-BBEE evaluation Criteria	Points
Bidders to submit: a) A duly completed SBD 6.1 Preference point claim form, and b) A valid B-BBEE certificate or sworn affidavit.	10

The following table indicates the specific B-BBEE documents that must be submitted for this RFP.

**Table 10: B-BBEE documents checklist**

No.	Classification	Turnover	Submission requirement
1.	Exempted Micro Enterprise (EME)	Below R10 million p.a.	<ul style="list-style-type: none"> <li>A sworn affidavit or certificate from CIPC.</li> </ul>
2.	Qualifying Small Enterprise (QSE)	Between R10 million and R50 million p.a.	<ul style="list-style-type: none"> <li>A sworn affidavit only 51% Black Ownership and above; or</li> <li>A copy of B-BBEE Rating Certificate from a SANAS accredited rating agency.</li> </ul>
3.	Large Enterprise (LE)	Above R50 million p.a.	<ul style="list-style-type: none"> <li>A copy of B-BBEE Rating Certificate from a SANAS accredited rating agency.</li> </ul>

#### 7.5.4 Consolidation of price and B-BBEE evaluation (Gate 4)

The points scored by a bidder for the price evaluation and the B-BBEE evaluation will be added together to determine the overall points a bidder's proposal will score out of 100 points for the consolidated price and B-BBEE evaluation and ranking of the bidders.

### 7.6 Financial Risk Analysis

Bidders are required to submit the public interest score and complete sets of audited / independently reviewed annual financial statements in compliance with the Companies Act No. 71 of 2008 for the three (3) most recent financial periods in the name of the bidding entity. The financial statement analysis will be conducted on the shortlisted bidders.

7.6.1 The annual financial statements must contain:

- Statement of profit and loss and other comprehensive income;
- A statement of financial position;
- A statement of cash flows;
- A statement of changes in equity / net assets; and
- Accompanying notes.

7.6.2 The bidders are required to submit the public interest score (PIS) in compliance with the Companies Act.

7.6.3 Bidders who have been trading for less than three (3) financial periods must provide:

- A letter detailing the fact, signed by a duly authorised representative of the entity;
- The annual financial statements that the entity can provide, considering the period that it has been trading; and
- Any other information or documentation which would provide more clarity on the financial history of a bidder.

7.6.4 SARS reserves the right to request further information regarding the annual financial statements of a bidder at a later stage to demonstrate the potential bidder's financial capability. These will include, but are not limited to:

- Holding company's / Parent company's accounts;
- Management accounts;
- Signed letter from a recognised financial institution confirming capital availability and bank statements; and/or
- Credit rating reports (confirming capital availability or access to capital).

7.6.5 In the event of a subsidiary being the bidding entity and it submits the holding company's financial statements for financial analysis purposes, the holding company must furnish a Performance Guarantee that is signed by a Financial Service Provider (Guarantor) of the holding company, stating that the Guarantor will undertake to cover any or all risks associated with a bidder, in the event the bidder is awarded the RFP.

7.6.6 If the proposal is submitted by an *incorporated* joint venture, the *incorporated* joint venture is required to submit annual financial statements of the joint venture. If the proposal is submitted by an *unincorporated* joint venture arrangement, the *unincorporated* joint venture is required to submit annual financial statements of each of the parties to the arrangement.

7.6.7 SARS reserves the right to request a financial guarantee from the recommended bidder(s) prior to award, based on the financial risk evaluation outcome, which will be 10% of the tender value. Where the project is capital intensive and the

## SARS CONFIDENTIAL

recommended bidder(s) overall financial risk is assessed as high, SARS reserves the right to request a financial guarantee prior to award, of up to 50% of the average annual tender value, to cover the upfront costs and to enable the bidder(s) to commence with the project.

### 7.7 Recommended bidders' due diligence and risk assessment prior to award

7.7.1 SARS has a moral obligation to ensure that a supplier's financial position does not place public money or services at unacceptable risks and will therefore perform due diligence and risk assessment of recommended bidder(s) prior to award.

7.7.2 Where SARS requested the annual financial statements as part of the prequalification or mandatory evaluation requirements, these will be used as a basis on assessing the financial capability and assessing a contract limit size considered "safe" to award to a potential bidder. To assist in encouraging new business and in the spirit of encouraging supplier growth, SARS will engage the bidder to demonstrate any further evidence of financial risk, capacity, or capability mitigations.

### 7.8 Proposed agreement

7.8.1 Any award made to a bidder under this RFP is conditional, amongst other provisions, upon SARS and such bidder concluding a written agreement within the time frame stipulated in the letter of award.

7.8.2 Upon award, SARS and the successful bidder will conclude an agreement regulating the specific terms and conditions applicable to the goods and services being procured by SARS. In this regard:

7.8.2.1 SARS will enter into negotiations with the bidder with a view to concluding the agreement.

7.8.2.2 SARS will be entitled to cease negotiating with a bidder and negotiate with another bidder if SARS, in its sole discretion, is of the opinion that: (i) the bidder has made misrepresentations in its proposal; (ii) the bidder is attempting to withdraw from positions or commitments made in its proposal; (iii) the bidder is not negotiating in good faith; or (iv) an agreement may not be expeditiously concluded with the bidder for any other reason.

7.8.2.3 SARS reserves the right to vary the terms and conditions of the proposed agreement during the course of negotiations with a bidder at SARS' sole discretion.

7.8.3 SARS relies upon the bidder's proposal as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder. It follows therefore that any misrepresentations in a proposal may result in legal action or other processes by SARS against the bidder, notwithstanding the conclusion of an agreement between SARS and the bidder for the provision of the goods and services in question.

7.8.4 If the successful bidder fails to sign the proposed agreement within twenty-one (21) days, or as requested by SARS, calling upon it in writing to do so, SARS reserves the right to:

7.8.4.1 cancel the award to the successful bidder;

7.8.4.2 enter into negotiations with reserve bidder(s) and conclude the proposed agreement with such reserve bidder(s); or

7.8.4.3 take any other action SARS deems reasonable and appropriate.

## 8 TRUSTS, JOINT VENTURES, SUBCONTRACTING AND OTHER ARRANGEMENTS

### 8.1 Proof of existence of a trust, joint venture and subcontracting arrangements

**SARS CONFIDENTIAL**

- 8.1.1 Where, for the purposes of this RFP, a bidder submits its proposal as a trust, such bidder must submit concrete proof of the existence of a trust. SARS will accept a registered trust deed as acceptable proof of the existence of a trust. The trust deed must include amongst others:
- 8.1.1.1 Details of the trustees of the trust; and
  - 8.1.1.2 Details of the beneficiaries of the trust. In instances where the beneficiary is a trust, the trust deed of that specific trust is required.
- 8.1.2 Where, for the purposes of this RFP, a bidder submits its proposal as a joint venture (incorporated or unincorporated), the bidder must submit the joint venture agreement, which sets forth the following details:
- 8.1.2.1 identification of each party to the agreement in full;
  - 8.1.2.2 the percentage ownership of the joint venture of each party to the agreement (if applicable);
  - 8.1.2.3 the precise functions and responsibilities which each party will fulfil in terms of the agreement. This should include details of the delimitations of scope within the goods and services to be assigned to such a party(ies);
  - 8.1.2.4 the anticipated percentage of the revenue that the party(ies) would receive (anticipated revenue that the party(ies) would receive as a percentage of the total revenue the bidder would anticipate receiving over the term of the agreement with SARS), if the bidder is successful; and
  - 8.1.2.5 clearly set out the roles and responsibilities of the Lead Partner and the remainder joint venture party(ies). The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party(ies) in respect of matters pertaining to the joint venture.
- 8.1.2.6 If a bidder is submitting a proposal in the form of an *unincorporated* joint venture, the SBD 4 Bidder's Disclosure form should be completed by each party participating in the joint venture agreement, and proof of CSD registration should be submitted for all parties participating in the joint venture for this RFP.
- 8.1.2.7 Joint venture members should be advised that each member will be held jointly and severally liable for the performance of the joint venture.
- 8.1.3 Where, for the purposes of this RFP, a bidder has or intends to subcontract areas of scope of the goods and services, bidders must note the following:
- 8.1.3.1 the bidder must complete paragraph 7 of the SBD 6.1 Preference point claim form. If a bidder intends subcontracting to more than one subcontractor, it must include all the relevant information in the form, or alternatively submit a separate attachment with the information required as per the Preference point claim form and reference must be made to the attachment;
  - 8.1.3.2 the agreement will be concluded between the main contractor(s) and SARS, therefore, the main contractor(s) and not its/their subcontractor(s) will be held liable for performance in terms of its contractual obligations;
  - 8.1.3.3 the successful bidder must, at all times, be solely and entirely accountable to SARS for the performance of its contractual obligations in terms of the agreement; and
  - 8.1.3.4 Without diminishing the bidder's accountability in any way for the delivery of the services, including the performance standards, SARS may require: access to and transparency in the subcontracting agreements; the full details of the functions which the subcontractor will fulfil in terms of the agreement including details of the delimitations of scope within the services to be assigned to such a subcontractor; monitoring and reporting of subcontractor's participation and performance to SARS; direct participation of subcontractor(s) in the account and project planning activities; and subcontractors' representation in account governance structures and

## SARS CONFIDENTIAL

committees. SARS will, at all times, demand fair dealing in the relationship between a bidder and its subcontractor(s).

- 8.1.4 Any bidder, whether participating in a trust, joint venture and/or subcontracting arrangement, who participates in preparatory work on the basis of which another tender will flow, may not participate in the resultant tender because of the advantage of having been privy to the underlying preparatory work.

## 9 COMPLAINTS AND ALLEGATIONS

- 9.1.1 Should a Bidder have reasons to believe that the technical specifications are not open and/or are written for a particular bidder, brand or product; the bidder is urged to notify the Procurement Department within ten (10) days after publication of the bid.
- 9.1.2 Any suspicious calls asking for upfront payment to secure an award of a bid or in lieu of claims that the outcome of a tender can be influenced towards your company, please immediately inform the *SARS Fraud/Anti-Corruption* Hotline at 0800-002870 for further investigation.
- 9.1.3 The “SARS hotline” further provides an anonymous reporting channel for any unethical behaviour that a bidder wants to report.

## 10 GENERAL CONDITIONS OF BIDDING

- 10.1 By bidding, a bidder, is deemed to have accepted all terms and conditions of this RFP; and is further deemed to have accepted that if successful, any award made will be made subject to the terms and conditions of this RFP.

### 10.2 Reservation of rights

- 10.2.1 In addition to any rights which SARS has reserved to itself in this document or any other document in the RFP pack, SARS reserves the right in its sole discretion to:
- 10.2.1.1 make no award, or to accept part of a proposal rather than the whole;
  - 10.2.1.2 withdraw, or cancel this RFP;
  - 10.2.1.3 amend, vary, or supplement any of the information, terms or requirements contained in this RFP, any information or requirements delivered pursuant to this RFP, or the structure of the RFP process;
  - 10.2.1.4 schedule additional briefing sessions / site inspections, and to conduct site visits, site inspections, product evaluations, local content evaluations, and/or perform audits on any bidder whenever SARS deems it prudent to do so;
  - 10.2.1.5 no longer consider a bidder's proposal where adverse information about the bidder or its proposal submission has come to the attention of SARS, provided that such bidder is informed accordingly and afforded an opportunity to object;
  - 10.2.1.6 award a proposal based on which bidder is offering the best value for money, even if such proposal is not scored the highest points during the evaluation;

**SARS CONFIDENTIAL**

- 10.2.1.7 conduct a risk assessment of a bidder's capability to deliver the goods and perform the services in accordance with the specified service levels and/or achieve SARS' objectives;
  - 10.2.1.8 request additional information, clarification or verification in respect of any information contained in or omitted from a bidder's proposal, which SARS may do either in writing or at a meeting convened with the bidder for that purpose;
  - 10.2.1.9 conduct a due diligence on any bidder or its subcontractor, which may include interviewing customer references or performing other activities to verify information and capabilities submitted, claimed, or otherwise, (including visiting a bidder's, subcontractors, or customer reference premises, sites and/or facilities to verify certain stated facts or assumptions). The bidder will be obliged to grant SARS with all such access, assistance and/or information as SARS may reasonably request. The bidder must respond within the timeframes set by SARS, failing which SARS reserves the right not to consider the bidder's proposal any further; and/or
  - 10.2.1.10 request presentations from such short-listed bidders. All costs relating to the preparation of such presentations will be borne by the bidders.
- 10.2.2 SARS will disqualify any bidder, who:
- 10.2.2.1 engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this RFP;
  - 10.2.2.2 seeks any assistance, other than assistance officially provided by a government entity, from any employee, advisor or other representative of a government entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a government entity;
  - 10.2.2.3 makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of SARS' officers, directors, employees, advisors or other representatives;
  - 10.2.2.4 makes or offers any gift, gratuity, anything of any value or other inducement, to any government entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a government entity;
  - 10.2.2.5 accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a government entity;
  - 10.2.2.6 pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, which is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a government entity;
  - 10.2.2.7 has been found guilty in a court of law or administrative or regulatory authority having appropriate jurisdiction on charges of unethical or improper conduct, regardless of whether or not a prison term or penalty was imposed;
  - 10.2.2.8 is listed on the National Treasury's Register for Tender Defaulters or the National Treasury's Database of Restricted Suppliers; or
  - 10.2.2.9 whose tender contains a misrepresentation which is materially incorrect or misleading.
- 10.2.3 Bidders' own conditions
- 10.2.3.1 Bidders may not come up with their own terms and conditions, counter conditions, modify or vary any of the terms, conditions or requirements herein. SARS may disqualify any bidder who fails to comply with this clause.

### **10.3 Conflict of interest**

- 10.3.1 If at any time a bidder identifies an actual or potential conflict of interest, the bidder must immediately notify SARS in writing. SARS reserves the right to exclude the proposal submitted by such bidder from further consideration, unless the bidder is able to resolve the conflict to SARS' satisfaction. If it comes to SARS' knowledge that there was indeed a conflict of interest or a potential conflict of interest, same will be grounds for the immediate disqualification of the bidder.

### **10.4 Confidentiality**

- 10.4.1 Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, information contained in a bidder's proposal(s) may not be disclosed by any bidder, other than to a person officially involved with SARS' examination and evaluation of a proposal.
- 10.4.2 Throughout this RFP process and thereafter, the bidders must secure SARS' written approval prior to the release of any information that pertains to (i) the potential work or activities to which this RFP relates; or (ii) the process which follows this RFP. Failure to adhere to this requirement may result in disqualification from the RFP process and such legal action as SARS may deem suitable.

### **10.5 Fronting**

- 10.5.1 SARS supports the spirit of broad-based black economic empowerment and recognises that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background SARS condemns any form of fronting.
- 10.5.2 SARS, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries / investigations to determine the accuracy of the representations 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 enquiry / investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the bidder / contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies SARS may have against the bidder / contractor concerned.

### **10.6 Liability**

- 10.6.1 The successful bidder shall be liable to SARS, where SARS has suffered any direct damages and/or losses as a result of the successful bidder's failure to observe its obligations in terms of the Services Agreement.
- 10.6.2 The successful bidder shall further be liable to SARS for all indirect and consequential or special damages and/or losses suffered by SARS as a result of gross negligence, wilful misconduct or breach by the successful bidder or its Key Personnel of confidentiality provisions in the Services Agreement, breach of Applicable Laws, infringement of third party intellectual property rights or a criminal act committed by the successful bidder, Key Personnel or any employee of the successful bidder.

### **10.7 Insurance**

- 10.7.1 The successful bidder will be required, on or before the effective date of the agreement and for the duration of the agreement,

to have and maintain in force adequate insurance cover consistent with acceptable and prudent business practices and acceptable to SARS, which shall include, without limitation, professional indemnity insurance cover.

**10.8 Indemnity**

10.8.1 If a bidder breaches any condition of this RFP and, as a result of that breach, SARS incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the RFP process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds SARS harmless from any and all such costs which SARS may incur and for any damages or losses SARS may suffer.

**10.9 Intellectual property**

10.9.1 SARS retains ownership of all intellectual property rights in the documents that form part of this RFP. Bidders will retain the intellectual property rights in their proposals but grant SARS the right to make copies.

**10.10 Limitation of liability**

10.10.1 A bidder participates in this RFP process entirely at its own risk and cost. SARS will not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the bidder's participation in this RFP process.

**10.11 Preparation costs**

10.11.1 A bidder will bear all its costs in preparing, submitting, delivering, and presenting any response or proposal to this RFP and all other costs incurred by it throughout the RFP process. No statement in this RFP will be construed as placing SARS, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidders in the preparation of their response to this RFP.

**10.12 Precedence**

10.12.1 The terms and conditions of this document will prevail over any information provided during any briefing session or communication, whether oral or written, unless such information is official written communication, as set out per the Communication paragraph in this document, and that such information expressly states that it amends this document.

**10.13 Responsibility for bidder's personnel and subcontractors**

10.13.1 A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives of a bidder), its subcontractors (if any), and personnel of its subcontractors comply with all the terms and conditions of this RFP.

10.13.2 If SARS allows a bidder to make use of subcontractors, such subcontractors will at all times remain the responsibility of the bidder and SARS will not under any circumstances be liable for any losses or damages incurred by such subcontractors.

10.13.3 The proposal shall however be awarded to the Vendor as a primary contractor who shall be responsible for the management of the awarded proposal. No separate contract shall be entered into between SARS and/or its client and any such subcontractors.

## SARS CONFIDENTIAL

10.13.4 If a bidder includes evidence of experience of individuals that are not currently employed by the said bidder, then the bidder is required include in their submission a letter or agreement from the respective individual whose evidence of experience is included in the proposal, that the individual is aware and is in agreement that their evidence of experience may be included for tendering purposes, and that the said individual confirms to commit and will make him/herself available for the contract period should the contract be awarded.

10.13.5 If a bidder includes experience of an entity other than the bidder itself, then the bidder must include in their submission a letter or agreement from the respective entity that the entity is aware and agrees that their experience may be included for tendering purposes. Copies of the signed agreements between the relevant parties must be attached to the proposal responses

### **10.14 RFP not an offer**

This RFP does not constitute an offer to do business with SARS, but merely serves as an invitation to bidders to facilitate a requirements-based decision process. Nothing in this RFP or any other communication made between SARS (including its officers, directors, employees, advisers and representatives) is a representation that SARS will offer, award or enter into an agreement with the bidder.

### **10.15 SARS' oath / declaration of secrecy**

SARS has a Policy in terms of which the successful bidder; key personnel or any other personnel as may be determined by SARS will be required, upon award, to individually take a mandatory oath / declaration of secrecy. The award will therefore be made subject to the condition that the successful bidder along with the personnel referred to above comply with the afore mentioned Policy.

### **10.16 Screening and vetting of a bidder**

10.16.1 Acceptance of a bidder's proposal is subject to the condition that both the contracting firm and its personnel providing the goods and services, must be screened and cleared by the appropriate authorities to the grade of clearance in line with SARS Policy.

10.16.2 Obtaining the necessary clearance is the responsibility of the contracting firm concerned. If the principal contractor appoints a subcontractor, the same provisions and measures will apply to the subcontractor.

10.16.3 The bidders shall supply and maintain a list of personnel involved on the project indicating their clearance status.

### **10.17 Tax compliance**

No bid will be awarded to a bidder who is not tax compliant. As part of good governance, directors/owners of the bidding entity should also maintain their tax compliance status.

### **10.18 Tender defaulters and restricted suppliers**

No bid will be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appears on the National Treasury's Register for Tender Defaulters or the National Treasury's Database of Restricted Suppliers.

**10.19 Local production and content**

- 10.19.1 SARS supports and promotes local production and local content, environmentally friendly products, and sustainable sourcing.
- 10.19.2 To enable this objective to be adequately assessed and as part of contract management, bidders shall advise SARS of its local and regional strategy and its initiatives to involve, support and use local/regional entities and workforce.
- 10.19.3 The appointed supplier shall provide and use, for the performance of this contract, local subcontractors or locally acquired materials, equipment and facilities, to the extent available and within reasonable costs, to produce the quality and quantity of work and materials required by this contract.

**10.20 Validity of information**

- 10.20.1 SARS has made reasonable efforts to ensure the accuracy of the information contained in this RFP. However, neither SARS, nor its employees, officers, advisers or agents will be liable (directly or otherwise) to a bidder or any third party for any inaccuracy or omission of any information in the RFP or in respect of any additional information SARS may provide to a bidder as part of the RFP process.
- 10.20.2 A bidder is deemed to have examined this RFP and any other information supplied by SARS to the bidder and to have satisfied itself as to the correctness and sufficiency of such information before submitting any of its responses.

**10.21 Governing law**

- 10.21.1 This RFP and any resultant agreement shall be governed by the laws of the Republic of South Africa.

**11 GLOSSARY OF TERMS / ACRONYMS**

Acronym	Description
TMC	Travel Management Company
RFP	Request for Proposal
SARS	South African Revenue Service
GDS	Global Distribution System
OBT	Online Booking Tool
OOC	Office of the Commissioner
IATA	International Air Travel Association
SMME	Small Micro Medium Enterprises

## 12 CHECKLIST OF RETURNABLES

Table 12: Checklist of returnable documents

No.	Checklist of returnable documents	Comply	Do not comply
1.	An original, a copy and an electronic RFP proposal has been submitted for this RFP.		
2.	The pricing information is included as a separate file (File 2) and is not included in the technical file (File 1).		
3.	The tender proposal has been organised as per the format required for this tender (paragraph 6).		
4.	SBD 1: Invitation to bid form has been completed and signed.		
5.	SBD 4: Bidder's Disclosure has been completed and signed.		
6.	SBD 6.1: Preference points claim form has been completed and signed.		
7.	Proof of registration on the Central Supplier Database (CSD) has been submitted.		
8.	General Condition of Contract (GCC) has been completed and signed.		
9.	A complete set of three (3) most recent audited / independently reviewed financial statements has been included.		
10.	All the mandatory evaluation requirements have been submitted with this bid.		
11.	All the technical evaluation requirements have been submitted with this bid.		
12.	All the pricing evaluation requirements have been submitted with this bid and the pricing template has been completed in full and signed.		
13.	All the B-BBEE evaluation requirements have been submitted with this bid.		