

**INVITATION TO BID**

**PART A**

**YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE OFFICE OF THE CHIEF JUSTICE**

|   |  |               |                  |               |          |
|---|--|---------------|------------------|---------------|----------|
| BID NUMBER:   | OCJ2021/13   | CLOSING DATE: | 15 DECEMBER 2021 | CLOSING TIME: | 11:00 AM |
| DESCRIPTION   | REQUEST FOR PROPOSAL FOR APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY TO PROVIDE TRAVEL, ACCOMMODATION AND CONFERENCE FACILITIES TO THE OFFICE OF THE CHIEF JUSTICE (OCJ) FOR A PERIOD OF THIRTY-SIX (36) MONTHS |               |                  |               |          |
| BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS) |  |               |                  |               |          |

OFFICE OF THE CHIEF JUSTICE

188 14<sup>TH</sup> ROAD NOORDWYK

MIDRAND

JOHANNESBURG

1685

**BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO**

CONTACT PERSON **Ms. N Ntimane**  
 TELEPHONE NUMBER **010 493 2601**  
 FACSIMILE NUMBER **NONE**  
 E-MAIL ADDRESS **BidEnquiries@judiciary.org.za**

**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**

CONTACT PERSON **Ms. E Chambers**  
 TELEPHONE NUMBER **010 493 2566**  
 FACSIMILE NUMBER **NONE**  
 E-MAIL ADDRESS **echambers@judiciary.org.za**

**SUPPLIER INFORMATION**

|  |  |    |  |
|--|--|----|--|
| NAME OF BIDDER                               |  |    |  |
| POSTAL ADDRESS                               |  |    |  |
| STREET ADDRESS                               |  |    |  |
| TELEPHONE NUMBER                             | CODE   |    | NUMBER   |
| CELLPHONE NUMBER                             |  |    |  |
| FACSIMILE NUMBER                             | CODE   |    | NUMBER   |
| E-MAIL ADDRESS                               |  |    |  |
| VAT REGISTRATION NUMBER                      |  |    |  |
| SUPPLIER COMPLIANCE STATUS                   | TAX COMPLIANCE SYSTEM PIN:   | OR | CENTRAL SUPPLIER DATABASE No: MAAA   |
| B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE | TICK APPLICABLE BOX]<br><input type="checkbox"/> Yes <input type="checkbox"/> No |    | B-BBEE STATUS LEVEL SWORN AFFIDAVIT<br>[TICK APPLICABLE BOX]<br><input type="checkbox"/> Yes <input type="checkbox"/> No |

**[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]**

|   |  |
|---|--|
| ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?<br><input type="checkbox"/> Yes <input type="checkbox"/> No<br>[IF YES ENCLOSE PROOF] | ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?<br><input type="checkbox"/> Yes <input type="checkbox"/> No<br>[IF YES, ANSWER THE QUESTIONNAIRE BELOW] |
|---|--|

**QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS**

|   |  |
|---|--|
| IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?   | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| DOES THE ENTITY HAVE A BRANCH IN THE RSA?   | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?  | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?   | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?   | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW. |  |

**PART B**  
**TERMS AND CONDITIONS FOR BIDDING**

|  |
|--|
| <b>1. BID SUBMISSION:</b>  |
| 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.   |
| 1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED—(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.   |
| 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT. |
| 1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).  |
| <b>2. TAX COMPLIANCE REQUIREMENTS</b>  |
| 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.   |
| 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.  |
| 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE <a href="http://WWW.SARS.GOV.ZA">WWW.SARS.GOV.ZA</a> .   |
| 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.   |
| 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.   |
| 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.  |
| 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."                        |

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.**

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

.....

DATE:

.....

## DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state<sup>1</sup>, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative: .....

2.2 Identity Number: .....

2.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>): .....

2.4 Company Registration Number: .....

2.5 Tax Reference Number: .....

2.6 VAT Registration Number: .....

- 2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

<sup>1</sup>"State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

<sup>2</sup>"Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or

REQUEST FOR PROPOSAL FOR APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY TO PROVIDE TRAVEL, ACCOMMODATION AND CONFERENCE FACILITIES TO THE OFFICE OF THE CHIEF JUSTICE (OCJ) FOR A PERIOD OF THIRTY-SIX (36) MONTHS  
business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder presently employed by the state? YES / NO

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member: .....

Name of state institution at which you or the person connected to the bidder is employed : .....

Position occupied in the state institution: .....

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? YES / NO

2.7.2.1 If yes, did you attached proof of such authority to the bid document? YES / NO

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....

.....

.....

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? YES / NO

2.8.1 If so, furnish particulars:

.....

.....

.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person YES / NO

employed by the state and who may be involved with the evaluation and or adjudication of this bid?

.....

.....

.....

**YES/NO**

.....

.....

.....

**YES/NO**

.....  
 .....  
 .....

[illegible]

**REQUEST FOR PROPOSAL FOR APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY TO PROVIDE TRAVEL, ACCOMMODATION AND CONFERENCE FACILITIES TO THE OFFICE OF THE CHIEF JUSTICE (OCJ) FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|  |  |  |  |

**4 DECLARATION**

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT. I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

## DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1 This Standard Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be disregarded if that bidder, or any of its directors have-
  - a. abused the institution's supply chain management system;
  - b. committed fraud or any other improper conduct in relation to such system; or
  - c. failed to perform on any previous contract.
- 4 **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

| Item  | Question  | Yes                             | No                             |
|-------|---|---------------------------------|--------------------------------|
| 4.1   | Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?<br><b>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied).</b><br><br>The Database of Restricted Suppliers now resides on the National Treasury's website( <a href="http://www.treasury.gov.za">www.treasury.gov.za</a> ) and can be accessed by clicking on its link at the bottom of the home page. | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
| 4.1.1 | If so, furnish particulars:   |                                 |                                |
| 4.2   | Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?<br><b>The Register for Tender Defaulters can be accessed on the National Treasury's website (<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) by clicking on its link at the bottom of the home page.</b>   | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
| 4.2.1 | If so, furnish particulars:   |                                 |                                |
| 4.3   | Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?  | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
| 4.3.1 | If so, furnish particulars:   |                                 |                                |

**REQUEST FOR PROPOSAL FOR APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY TO PROVIDE TRAVEL, ACCOMMODATION AND CONFERENCE FACILITIES TO THE OFFICE OF THE CHIEF JUSTICE (OCJ) FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

|       |   |                                 |                                |
|-------|---|---------------------------------|--------------------------------|
| 4.4   | Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract? | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
| 4.4.1 | If so, furnish particulars:   |                                 |                                |

**SBD 8**

**CERTIFICATION**

**I, THE UNDERSIGNED (FULL NAME).....  
CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION  
FORM IS TRUE AND CORRECT.**

**I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT,  
ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION  
PROVE TO BE FALSE.**

.....  
**Signature**

.....  
**Date**

.....  
**Position**

.....  
**Name of Bidder**



## CERTIFICATE OF INDEPENDENT BID DETERMINATION

- 1 This Standard Bidding Document (SBD) must form part of all bids<sup>1</sup> invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).<sup>2</sup> Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
  - a. disregards the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
  - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

<sup>1</sup> Includes price quotations, advertised competitive bids, limited bids and proposals.

<sup>2</sup> Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

SBD 9

**CERTIFICATE OF INDEPENDENT BID DETERMINATION**

I, the undersigned, in submitting the accompanying bid:

---

(Bid Number and Description)

in response to the invitation for the bid made by:

---

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: \_\_\_\_\_ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
  - (a) has been requested to submit a bid in response to this bid invitation;
  - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
  - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder

6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>3</sup> will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
  - (a) prices;
  - (b) geographical area where product or service will be rendered (market allocation)
  - (c) methods, factors or formulas used to calculate prices;
  - (d) the intention or decision to submit or not to submit, a bid;
  - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
  - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

<sup>3</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

**SBD 9**

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of Bidder



188, 14th Road, Noordwyk, Midrand, 1685  
Private Bag X10, Marshalltown, 2107  
Tel: +27 10 493 2500 (Switchboard)  
E-mail: info@judiciary.org.za  
www.judiciary.org.za

**OCJ2021/13: Request for Proposal for Appointment of a Travel Management Company to provide travel, accommodation and conference facilities to the Office of the Chief Justice (OCJ) for a period of thirty-six (36) months**

**Bid number: OCJ2021/13**

**Date Issued: 19 November 2021**

**Compulsory Briefing Session: 29 November 2021, the Briefing Session will be through MS Teams**

**Closing date and time: 15 December 2021 at 11H00am**

**Bid Validity Period: 120 days**

**TENDER BOX ADDRESS:**

188 14<sup>th</sup> Road Noordwyk  
Midrand  
Johannesburg  
1685



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## 1. INTRODUCTION

- 1.1 The President of the Republic of South Africa proclaimed, by Proclamation No 44 of 2010, the establishment of the Office of the Chief Justice (OCJ) as a National Department on 23 August 2010 to support the Chief Justice as the Head of the Judiciary and the Head of the Constitutional Court.
- 1.2 The OCJ renders administrative support to the Judiciary as an Arm of the State. Part of the administrative support to the Judiciary includes the facilitating of travel management services. The travel management services required will also include those relating to OCJ officials and other individuals travelling at the request of the OCJ.

## 2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

- 2.1 The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of travel management services to Office of the Chief Justice (OCJ).
- 2.2 This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by OCJ for the provision of travel management services to the OCJ.
- 2.3 This RFP does not constitute an offer to do business with OCJ but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision making process.

## 3. DEFINITIONS

- 3.1 **Accommodation:** means the rental of lodging facilities while away from one's place of abode, but on authorised official duty.
- 3.2 **After-hours service:** refers to an enquiry or travel request that is actioned after normal working hours, that is. 16h30:00 to 08:00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.
- 3.3 **Air travel:** means travel by airline on authorised official business.



- 3.4 **Authorising Official:** means the employee who has been delegated to authorise travel in respect of travel requests and expenses, e.g. line manager of the traveller.
- 3.5 **Car rental:** means the rental of a vehicle for a short period of time by a Traveller for official purposes.
- 3.6 **Department:** means Office of the Chief Justice (OCJ).
- 3.7 **Domestic travel:** means travel within the borders of the Republic of South Africa.
- 3.8 **Emergency service:** means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.
- 3.9 **gCommerce:** refers to the Government's buy-site for transversal contracts.
- 3.10 **International travel:** refers to travel outside the borders of the Republic of South Africa.
- 3.11 **Lodge card:** is a credit card which is specifically designed purely for business travel expenditure. There is typically one credit card number which is lodged with the TMC at to which all expenditure is charged.
- 3.12 **Merchant fees:** are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.
- 3.13 **Management Fee:** is the fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management services, excluding any indirect service fee not included in the management fee structure (such as visa, refund, frequent flyer tickets)
- 3.14 **Quality Management System:** means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction.
- 3.15 **Regional travel:** means travel across the border of South Africa to any of the SADC Countries, namely; Angola, Botswana, *Comoros*, Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Eswatini, United Republic of Tanzania, Zambia and Zimbabwe.
- 3.16 **Service Level Agreement (SLA):** is a contract between the TMC and Government that defines the level of service expected from the TMC.





- 3.17 **Shuttle service:** means ground transport service offered to transfer a Traveller from one point to another, for example from place of work to the airport.
- 3.18 **Third party fees:** are fees payable to third party service providers that provides travel related services on an ad hoc basis that is not directly provided by the TMC. These fees include visa fees and courier fees.
- 3.19 **Transaction Fee:** means the fixed negotiated fee charged for each specific service type such as international air ticket, charged per type, per transaction, per traveller.
- 3.20 **Traveller:** refers to a Judge, Magistrate, Government official and any other person authorised by the OCJ travelling on official business on behalf of Government.
- 3.21 **Travel Authorisation form:** is an official document utilised by the OCJ reflecting the detail and unique authority number of the trip that is approved by the relevant delegated or authorising official.
- 3.22 **Travel Management Company (TMC):** refers to the Company contracted to provide travel management services (Travel Agents).
- 3.23 **Travel voucher:** means a document issued by the TMC to confirm the reservation and payment of specific travel arrangements.
- 3.24 **Value added services:** are services that enhance or complement the general travel management services e.g. Rules and procedures of the airports.
- 3.25 **VAT:** means Value Added Tax.
- 3.26 **VIP or Executive service:** means the specialised and personalised travel management services to selected Judicial Officers and employees of the OCJ by a dedicated consultant to ensure a seamless travel experience.

## **4. LEGISLATIVE FRAMEWORK OF THE BID**

### **4.1 Tax Legislation**

- 4.1.1 Bidder or bidders must be compliant when submitting a proposal to the OCJ and remain compliant for the entire contract term with all applicable tax legislations.
- 4.1.2 Where a bidder does not submit a tax compliance status PIN but provides a Central Supplier Database Number, accounting officers and accounting



authorities must utilise the Central Supplier Database Number through the Central Supplier Database website [www.csd.gov.za](http://www.csd.gov.za) to access the supplier records and to verify the bidder's tax compliance status. A printed screen view at the time of verification must be attached to the supplier's records for audit purposes.

- 4.1.3 Where goods and services are procured from foreign suppliers with tax obligation in South Africa, proof of their tax compliance must be obtained from the supplier.
- 4.1.4 Foreign suppliers with neither South African tax obligations nor history doing business in South Africa must complete the questionnaire SBD 1. Where a recommendation of award of a bid has been made to foreign bidder, accounting officers must submit the bidder's completed SBD 1 to the South African Revenue Service at the following email, address [Governmentinstitute@sars.gov.za](mailto:Governmentinstitute@sars.gov.za). The South African Revenue Service will issue a confirmation of tax obligations letter to the accounting officer or authority confirming whether or not the foreign entity has tax obligations in South Africa.
- 4.1.5 Bidders are required to be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database.
- 4.1.6 Where Joint Ventures and Consortia as well as Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database

#### **4.2 Procurement Legislation**

The OCJ has a detailed evaluation methodology premised on:

- a) Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999;
- b) The Preferential Procurement Policy Framework Act 2000;
- c) Preferential Procurement Regulations of 2017; and
- d) The Broad-Based Black Economic Empowerment Act, 2003.



### 4.3 Technical Legislation and/or Standards

- 4.3.1. Bidders should be cognisant of the legislation and/or standards specifically applicable to the services

## 5 BRIEFING SESSION

- 5.1. A compulsory virtual briefing and clarification session will be held on 29 November 2021 at 11:00am to clarify to bidders the scope and extent of work to be executed. Failure to attend the compulsory briefing session will result in automatic disqualification from the bidding process.
- 5.2. The Microsoft TEAM meeting link will be published on the Office of the Chief Justice (OCJ) website: [www.judiciary.org.za](http://www.judiciary.org.za) on Friday, 26 November 2021 at 15:00 on the advertised tenders as follows HOME PAGE > OCJ > TENDERS > ADVERTISED BIDS > ADVERTISED BIDS 2018 – 2021

## 6 TIMELINE OF THE BID PROCESS

- 6.1. The period of validity of tender and the withdrawal of offers, after the closing date and time is 120 days. The project timeframes of this bid are set out below:

**Table 1: Time line of bid process**

| Activity            | Due Date   |
|---------------------|--|
| Bid closing date    | 15 December 2021 at 11:00 AM   |
| Notice to bidder(s) | The OCJ will endeavour to inform bidders of progress until conclusion of the tender. |

- 6.2. All dates and times in this bid are South African standard Telkom time.
- 6.3. Any time or date in this bid is subject to change at the OCJ's discretion.
- 6.4. The indication of date and time in this bid does not create an obligation on the part of the OCJ to take any action, or create any right in any way for any bidder to demand that any action be taken on the date established.
- 6.5. The bidder accepts that, if the OCJ extends the closing date for bid submission for any reason, the requirements of this bid apply equally to the extended closing date.



## **7 COMMUNICATION**

- 7.1 A duly nominated official of the bidder can make enquiries in writing, to the delegated OCJ official through email to SCM: [BidEnquiries@judiciary.org.za](mailto:BidEnquiries@judiciary.org.za), or for enquiries: Ms. EK Chambers [echambers@judiciary.org.za](mailto:echambers@judiciary.org.za) or 010 493 2566. Bidders must reduce all telephonic enquiries to writing and send it to the above email address. The last day of making enquiries to the OCJ is 09 November 2021 at 16:00.
- 7.2 The delegated official of the OCJ may communicate with bidders where clarity is sought on the bid proposal.
- 7.3 Any communication by the bidders with an official or a person acting in an advisory capacity for the OCJ in respect of the bid between the closing date and the award of the bid, is prohibited.
- 7.4 Whilst all due care has been taken in connection with the preparation of this bid, the OCJ makes no representations or warranties that the content of the bid or any information communicated to or provided to bidders during the bidding process is, or will be, accurate, current or complete.
- 7.5 If a bidder finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by the OCJ other than minor clerical matters, the bidders must promptly notify the OCJ in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the OCJ an opportunity to consider what corrective action is necessary if any.
- 7.6 Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by the OCJ will, if possible, be corrected and provided to all bidders without disclosing to the bidders who provided the written notice.
- 7.7 All persons including bidders obtaining or receiving the bid and any other information in connection with the bid or the tendering process must keep the contents of the bid and other such information confidential and not disclose or use the information except as required for the purpose of developing a proposal in response to this bid.



## **8 LATE BIDS**

- 8.1 Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the bidders.

## **9 COUNTER CONDITIONS**

- 9.1 Bidders' attention is drawn to the fact that amendments to any of the bid conditions or setting of counter conditions by bidders or qualifying any bid conditions will result in the invalidation of such bids

## **10 FRONTING**

- 10.1 Government supports the spirit of broad based black economic empowerment (BBBEE) and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution of the Republic of South Africa and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemn any form of fronting.
- 10.2 The Government, 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 representation made in 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 or contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the OCJ may have against the bidder / contractor concerned.

## **11 SUPPLIER DUE DILIGENCE**

- 11.1 The OCJ reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information to determine possible risks such as the



availability of adequate facilities, financial standing, capacity and capability to deliver, previous performance in terms of quality and service delivery, as well as attainment of goals.

## 12 NEGOTIATING A FAIR MARKET RELATED PRICE

12.1 The OCJ may initiate price negotiation with the preferred bidder

## 13 SUBMISSION OF PROPOSALS

13.1 Bid documents must be endorsed with the words 'Travel management services' and must be hand-delivered and deposited into the tender box situated at ground floor of the OCJ National Office, 188 14th Road, Noordwyk, Midrand, 1685 on or before 15 December 2021 at 11:00 AM.

13.2 Bid documents will only be considered if received by the OCJ on or before closing time and date.

13.3 This is a two (2) stage bidding process. Bidders are required to submit a file consisting of a proposal in one (1) envelope. Pricing and proof of B-BBEE status should be in the second envelope. Bidders must submit two (2) sets of files; one (1) original, one (1) duplicate as well as one (1) CD-ROM or Flash Drive with the content of each file, on or before 15 December 2021 at 11:00 AM. Each file and CD-ROM or Flash Drive must be marked correctly and sealed separately for ease of reference during the evaluation process. Furthermore, the file and information in the CD-ROM or Flash Drive must be labelled and submitted in the following format depicted in the table 2 below:

**Table 2 Submission of bid proposals**

| FILE 1 (TECHNICAL FILE)   | FILE 2 (PRICE & BBBEE)  |
|---|---|
| <b>Exhibit 1:</b><br><br>Pre-qualification documents<br><br><ul style="list-style-type: none"> <li><i>(Refer to Table 5 below)</i></li> </ul> | <b>Exhibit 1:</b><br><br>Pricing Schedule<br><br>SBD 3.1<br><br>SBD 6.1<br><br>B-BBEE Certificate |
| <b>Exhibit 2:</b><br><br><ul style="list-style-type: none"> <li>Technical Responses</li> </ul>  |   |



|   |  |
|---|--|
| <b>Exhibit 3:</b> <ul style="list-style-type: none"> <li>• General Conditions of Contract (GCC)</li> <li>• Draft Service Level Agreement</li> </ul> |  |
| <b>Exhibit 4:</b> <ul style="list-style-type: none"> <li>• Company Profile</li> <li>• Any other supplementary information</li> </ul>                |  |

13.4 Bidders are requested to initial each page of the tender document including all supporting documents and pricing schedules.

## **14 PRESENTATION**

14.1 The OCJ reserves the right to request presentations from the shortlisted bidders as part of the bid evaluation process.

## **15 DURATION OF THE CONTRACT**

15.1. The successful bidder(s) will be appointed for a period of 36 (thirty-six) months.

## **16 SCOPE OF WORK**

### **16.1. Background**

16.1.1 The OCJ currently uses a TMC and the travel requisition process is semi-automated. The travel requisition is manually captured on forms that go through a manual approval procedure and are then forwarded to the TMC. The OCJ's primary objective in issuing this RFP is to enter into an agreement with a successful bidder(s) who will achieve the following:

- a) Provide the OCJ with travel management services that are consistent and reliable and will maintain a high level of Traveller's satisfaction in line with the required service levels;
- b) Achieve significant cost savings for the OCJ without any degradation in the services; and
- c) Appropriately contain the OCJ's risk and Traveller's risk.



## 16.2. Travel statistics

16.2.1 The current OCJ statistics per annum includes air travel, accommodation, shuttle services, car hire, forex, conference venues. The table below details the estimated number of transactions for FY 2017/18, FY 2018/19, FY 2019/2020 and 2020/21 as follows:

**Table 3: Previous Financial Years Estimated number of transactions per annum**

| Service Category                         | APRIL 2017 –<br>MARCH 2018 | APRIL 2018 –<br>MARCH 2019 | APRIL 2019 –<br>MARCH 2020 | *APRIL 2020 –<br>MARCH 2021<br>(COVID<br>LOCKDOWN<br>RESTRICITONS) |
|--|----------------------------|----------------------------|----------------------------|--|
| ir travel - Domestic                     | 6400                       | 6345                       | 6189                       | 851  |
| Air Travel - Regional & International    | 90                         | 57                         | 87                         | 2  |
| Car Rental - Domestic                    | 1200                       | 1614                       | 1525                       | 406  |
| Car Rental - Regional & International    | 8                          | 22                         | 0                          | 0  |
| Shuttle Services - Domestic              | See Transfers              | 0                          | 0                          | 0  |
| Accommodation - Domestic                 | 6200                       | 7205                       | 7248                       | 3163   |
| Accommodation - Regional & International | 59                         | 55                         | 36                         | 2  |
| Transfers - Domestic                     | 3189                       | 4114                       | 4179                       | 572  |
| Transfers - Regional & International     | 33                         | 24                         | 61                         | 0  |
| Bus/Coach bookings                       | 130                        | 142                        | 221                        | 58   |
| Train - Regional & International         | 0                          | 0                          | 0                          | 0  |
| Conferences/Events                       | 150                        | 320                        | 361                        | 30   |
| After Hours                              | 182                        | 188                        | 170                        | 10   |
| Parking                                  | 2                          | 7                          | 0                          | 0  |
| Insurance                                | 43                         | 57                         | 37                         | 2  |
| Forex                                    | 0                          | 1                          | 1                          | 0  |
| <b>GRAND TOTAL</b>                       | <b>17686</b>               | <b>20151</b>               | <b>20115</b>               | <b>5096</b>  |

\* *Bidders should note that the average number of transactions reduced during the COVID-19 pandemic and might remain lower than the average of previous years, for the duration of COVID-19 lockdown restrictions.*





16.2.2 These figures are based on the trends and they may change during the tenure of the contract. The figures are meant for illustration purposes only to assist the bidders to prepare their proposal. The OCJ does not guarantee that the stated statistics as per table 3 above will be maintained.

### **16.3 Service requirement**

#### **16.3.1. Deliverables and requirements**

16.3.1.1. The successful bidder will be required to provide travel management services. Deliverables are the following:

- a) The travel services will be provided to all Travellers travelling locally and internationally. This will include any Judges, Magistrates, Government officials and any other person authorised by the OCJ, travelling on official business on behalf of the State where the agreement is that the OCJ is responsible for the arrangement and cost of travel.
- b) Provide travel management services during normal office hours (08:00 – 16H30 :00 Monday to Friday) and provide after hours and emergency services as stipulated in paragraph 16.3.7.
- c) The TMC must familiarise themselves with current OCJ travel business processes, Travel Policy and implementation of controls to ensure compliance.
- d) The TMC must familiarisation themselves with current travel suppliers and negotiated agreements that are in place between the OCJ and third parties. Assist with further negotiations for better deals with travel service providers.
- e) The TMC must maintain a facility system for the OCJ to update their travellers' profiles.
- f) The TMC must provide on-site travel management services during major events, special projects and complex visits abroad.
- g) The TMC must manage the third party service providers by addressing service failures and complaints against these service providers.



- h) The TMC must provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
- i) The TMC must provide reference letters from at least three (3) contactable existing or recent clients within the past five (5) years which are of a similar size to the OCJ.
- j) Bidder(s) must be a fully accredited member/s of Association of South African Travel Agents (ASATA) and International Air Transport Association (IATA) with access to a world-wide computerised reservation network which is valid and compliant to the travel industry requirements. Proof of such membership, a certified copy must be submitted with the bid. Non-membership to ASATA and IATA or submitting an invalid membership certificate will automatically disqualify the bidder(s).
- k) Bidders must note that National Treasury might, from time to time, enter into agreements with vehicle rental companies, accommodation establishments and airlines in order to obtain economies of scale benefits for the State. These agreements must be honoured by the appointed Travel Service Provider.

#### **16.3.2. Reservations**

##### **16.3.2.1. The Travel Management Company will:**

- a) Receive travel requests from Travellers and or travel bookers, respond with availability, quotations and confirmations. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to the Traveller and travel booker via the agreed communication medium.
- b) Always endeavour to make the most cost effective travel arrangements based on the request from the Traveller and/or travel user.
- c) Acquaint themselves of all travel requirements for destinations to which Travellers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.
- d) Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.



- e) Book the negotiated discounted fares and rates where possible.
- f) Must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the Traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- g) Book parking facilities at airports where required for the duration of the travel.
- h) Respond and process all queries, requests, changes and cancellations timeously and accurately.
- i) Be able to facilitate group bookings such as for meetings, conferences and events.
- j) Issue all necessary travel documents, itineraries and vouchers timeously to Traveller(s) prior to departure dates and times.
- k) Advise the Traveller of all visa and inoculation requirements well in advance.
- l) Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- m) Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- n) Facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.
- o) Note that, unless otherwise stated, all requested services including domestic, regional and international travel bookings shall be processed through the TMC.
- p) TMC will be expected to assist with the Visa application.
- q) Ensure that negotiated airline fares, accommodation establishment rates, car rental rates that are negotiated directly on behalf of OCJ or established by National Treasury are non-commissionable, where commissions are earned for the OCJ bookings all these commissions should be returned to the OCJ on a quarterly basis.
- r) Ensure confidentiality in respect of all travel and related arrangements.



- s) Timeous submission of proof that services have been satisfactorily delivered (invoices) as per the s service level agreement concluded with the OCJ

#### **16.3.3. Air Travel**

- a) The TMC must be able to book full service carriers as well as low cost carriers.
- b) The TMC will book the most cost effective airfares possible for domestic travel.
- c) For international flights, the airline which provides the most cost effective and practical routings may be used.
- d) The TMC should where practical obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- e) The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- f) Airline tickets must be sent electronically through sms or email format to the Traveller(s) and travel bookers promptly after booking well before the departure times.
- g) The TMC will also assist with the booking of charters for VIPs utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- h) The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the OCJ and provide a report on refund management once a quarter.
- i) The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.



- j) Ensure that Travellers are always informed of any travel information regarding airlines such as baggage policies, checking in arrangements.
- k) Assist with lounge access if and when required.

#### **16.3.4. Accommodation**

- a) The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- b) The TMC where practical obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the Traveller. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with the OCJ's Travel Policy.
- c) Where possible, the Travellers should stay at accommodation establishments with which the OCJ has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the Traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the Traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National Treasury or the OCJ.
- d) The TMC must ensure that accommodation is booked in a suitable and habitable establishment. The OCJ reserves the right to insist on alternative accommodation at no penalties or additional booking fees should it be found that the accommodation did not meet the requirements.
- e) Accommodation vouchers must be issued to all the OCJ Travellers for accommodation bookings and must be invoiced to the OCJ as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.



- f) The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.
- g) Cancellation of accommodation bookings must be done promptly to guard against “no show” and late cancellation fees. The OJC in some instances requires cancellation of accommodation at short notice due to operational requirements, the TMC should as far as possible secure accommodation with establishments which will not charge penalties for cancellation.

#### **16.3.5. Booking of Venues and other Facilities**

- a) The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- b) The TMC where practical will obtain three price comparisons from venues and establishments that provide the best available rate within the maximum allowable rate. This includes planning, booking, confirming and amending of venue with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with the OCJ's Travel Policy.
- c) The TMC must ensure that the venues that are booked are fit for purpose. In case where the venue is found unsuitable, the OCJ reserves the right to request an alternative venue at no additional cost.
- d) The TMC must during their reporting period provide proof, where applicable, that the venues were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.

#### **16.3.6. Car rental and shuttle services**

- a) The TMC will book the approved category vehicle in accordance with the OCJ Travel Policy with the appointed car rental service provider from the closest rental location such as airport, hotel and venue.
- b) The travel consultant should advise the Traveller on the best time and location for collection and return of the vehicle considering the Traveller's specific requirements.



- c) In exceptional circumstances, the TMC should facilitate the delivery and collection of the vehicle to and from the Traveller.
- d) The TMC must ensure that relevant information is shared with Travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents.
- e) For international travel, the TMC must offer alternative ground transportation to the Traveller that may include rail, buses, car rental and transfers.
- f) The TMC will book transfers in line with the OCJ Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus, trains and coach services.
- g) The TMC should manage shuttle companies on behalf of the OCJ and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- h) The TMC must during their contract period provide proof that negotiated rates were booked.

#### **16.3.7. After hours and emergency services**

- a) The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
- b) A dedicated consultant/s must be available to assist Travellers with after hours or emergency assistance.
- c) After hours' services must be provided outside the official hours (16:30 to 08:00) from Monday to Friday and twenty-four (24) hours on weekends and Public Holidays.
- d) A call centre facility or after hours contact number should be available to Travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- e) The TMC must have a standard operating procedure for managing after hours and emergency services with in the first working day after the service was rendered.



## **16.4 Communication**

- 16.4.1 The TMC may be requested to conduct workshops and training sessions for relevant OCJ officials.
- 16.4.2 All enquiries must be investigated by the TMC and prompt feedback be provided in accordance with the Service Level Agreement.
- 16.4.3 The TMC must ensure sound communication with all stakeholders.

## **16.5 Financial management**

- 16.5.1 The TMC must implement the rates negotiated by NT with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- 16.5.2 The TMC will be responsible to manage the service providers' accounts. This will include the timely receipt of invoices to be presented to OCJ for payment within the agreed time period.
- 16.5.3 Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- 16.5.4 The TMC will be required to offer a 30-day bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices the OCJ for the services rendered.
- 16.5.5 Where pre-payments are required for smaller Bed & Breakfast and or Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- 16.5.6 Consolidate Travel Supplier bill-back invoices.
- 16.5.7 The OCJ will not provide a travel lodge card to the TMC.
- 16.5.8 The TMC is responsible for the collation of invoices and supporting documentation to be provided to the OCJ's Finance Unit on the agreed time period. This includes attaching the Travel Authorisation form and other supporting documentation to the invoices reflected on the service provider's bill-back report.
- 16.5.9 Ensure Travel Supplier accounts are settled timeously.





16.5.10 The TMC must note that penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the TMC's account, subject to the outcome of a formal dispute process.

## **16.6 Technology, management information and reporting**

16.6.1 The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.

16.6.2 The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.

16.6.3 All management information and data input must be accurate.

16.6.4 The TMC will be required to provide the OCJ with a minimum of one report per quarter that are in line with the National Treasury's Cost Containment Instructions reporting template requirements at no cost.

The reporting templates can be found on <http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.aspx>

16.6.5 Reports must be accurate and be provided as per the OCJ's specific requirements at the agreed time. Information must be available on a transactional level that reflect detail including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).

16.6.6 The OCJ may request the TMC to provide additional management reports.

16.6.7 Reports must be available in an electronic format.

16.6.8 Service Level Agreement reports must be provided on the agreed date. It will include but not be limited to the following:

a) Travel

- i. After hours' report;
- ii. Compliments and complaints;
- iii. Consultant productivity report;
- iv. Long term accommodation and car rental;
- v. Extension of business travel to include leisure;



- vi. Upgrade of class of booking such as air transportation, accommodation and ground transportation; and
- vii. Bookings outside the OCJ's Travel Policy.

**b) Finance**

- i. Reconciliation of commissions and rebates or any volume driven incentives;
- ii. Creditor's aging report;
- iii. Creditor's summary payments;
- iv. Daily invoices;
- v. "No show" report;
- vi. Cancellation report;
- vii. Receipt delivery report;
- viii. Monthly Bank Settlement Plan (BSP) Report;
- ix. Refund log;
- x. Open voucher report, and
- xi. Open age invoice analysis.

16.6.9 The TMC will implement all the necessary processes and programs to ensure that all the data is secure at all times and not accessible by any unauthorised parties.

**16.7 Account management**

16.7.1 The TMC should put an account management structure in place to respond to the needs and requirements of the OCJ and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.

16.7.2 The TMC must appoint a dedicated Account Manager or Business Manager that is ultimately responsible for the management of the OCJ's account.

16.7.3 The necessary processes should be implemented by the TMC to ensure good quality management and ensuring Traveller's satisfaction at all times.

16.7.4 A complaint handling procedure must be implemented by the TMC to manage and record the compliments and complaints of the TMC and other travel

16.7.5 The TMC must ensure that the OCJ's Travel Policy is complied with.



16.7.6 It is the responsibility of the OCJ to manage the Service Level Agreement (SLA) and customer satisfaction surveys may be conducted to measure the performance of the TMC.

16.7.7 The TMC must ensure that workshops or training is provided to Travellers and/or travel bookers.

## **16.8 Value added services**

16.8.1 The TMC must provide the following value added services:

16.8.1.1 Destination information for regional and international destinations:

- a) Health warnings;
- b) Weather forecasts;
- c) Places of interest;
- d) Visa information;
- e) Travel alerts;
- f) Location of hotels and restaurants;
- g) Information including the cost of public transport;
- h) Rules and procedures of the airports;
- i) Business etiquette specific to the country;
- j) Airline baggage policy; and
- k) Supplier updates.

16.8.2 Electronic voucher retrieval through web and smart phones;

16.8.3 Short Messaging Service (SMS) notifications for travel confirmations;

16.8.4 Global travel risk management; and

16.8.5 A VIP service where applicable that include, but is not limited to check-in support.

## **16.9 Cost management**

16.9.1 The National Treasury cost containment initiatives and the OCJ's Travel Policy are establishing a basis for a cost savings culture.



16.9.2 The TMC is obligated to advise on the most cost effective option at all times and costs should be within the framework of the National Treasury's cost containment instructions.

16.9.3 The TMC must play a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction.

16.9.4 The TMC should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best options and alternatives that are in accordance with OCJ's Travel Policy to ensure that the Traveller reaches their destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out their official business.

#### **16.10 The TMC performance reviews**

16.10.1 Performance reviews may be conducted by the OCJ during the contract period as prescribed by the TOR and the SLA.

16.10.2 These performance reviews will include inter alia the following information:

- a) The reporting requirements in the National Treasury Instruction notes as issued from time to time on Cost Containment Measures related to Travel & Subsistence.;
- b) Complaints Register; and
- c) Savings register.

#### **16.11 Office management**

16.11.1 The TMC will ensure that high quality service is delivered to the OCJ's at all times. The TMC must ensure that a proper office management system is in place to render the required standard service to the OCJ.

16.11.2 The OCJ will not provide office accommodation to the TMC.

16.11.3 The TMC is required to provide OCJ with experience, highly skilled and qualified human resources of the following roles but not limited to:

- a) Senior Consultants
- b) Intermediate Consultants
- c) Junior Consultants



- d) Travel Manager (Operational)
- e) Finance Manager / Branch Accountant
- f) Admin Back Office (Creditors / Debtors/Finance Processors)
- g) Strategic Account Manager (per hour)
- h) System Administrator (General Admin)

## **17 PRICING MODEL**

### **17.1 The OCJ requires bidders to propose the transactional fee model:**

- a) The transaction fee must be a fixed amount per service as quoted in the attached Annexure A3 pricing schedule. It is important to note that the OCJ does not utilise Lodge Card services. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers:
- b) The OCJ option as per price schedule Annexure A3 is: Off-site option (Template 1)
- c) If the pricing schedule is incomplete it will result in a disqualification.

### **17.2 Management Fee**

#### **Refer Annexure A3: Pricing Schedule**

17.2.1 The management fee is the total fee per annum that will be charged to OCJ in twelve payments. The Department will pay the fee monthly in arrears.

- a) The OCJ option as per price schedule Annexure A3 is the Off-site option.

### **17.3 Volume Driven Incentives**

17.3.1 It is important for bidders to note the following when determining the pricing:

- a) National Treasury has negotiated non-commissionable fares and rates with various airline carriers and other service providers;
- b) No override commissions earned through the OCJ reservations will be paid to the TMCs;
- c) An open book policy will apply and any commissions earned through the OCJ volumes will be reimbursed to OCJ; and



- d) TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the OCJ.

## 18 EVALUATION AND SELECTION CRITERIA

18.1 The OCJ has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following as depicted in table 4 below:

**Table 4: Evaluation Stages**

| <b>Pre-qualification Criteria<br/>(Gate 0)</b>   | <b>Technical Evaluation<br/>Criteria<br/>(Gate 1)</b>  | <b>Price and B-BBEE<br/>Evaluation<br/>(Gate 2)</b>   |
|--|--|---|
| Bidders must submit all documents as outlined in paragraph 18.2 (Table 5) below.<br>Only bidders that comply with All these criteria will proceed to Gate 1. | Bidder(s) are required to achieve a minimum of 70 points out of 100 points to proceed to Gate 2 (Price and BEE). | Bidder(s) will be evaluated out of 100 points and Gate 2 will only apply to bidder(s) who have met and exceeded the threshold of 70 points. |

### 18.2 Gate 0: Pre-qualification Criteria

18.2.1 Without limiting the generality of the OCJ's other critical requirements for this bid, bidder(s) must submit the documents listed in Table 1 below. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase, bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidder(s) proposal may be disqualified for non-submission of any of the documents.



**Table 5: Documents that must be submitted for Pre-qualification**

| <b>DOCUMENTS THAT MUST BE SUBMITTED TO OCJ</b>                         |   |  |
|--|---|--|
| <b>MANDATORY DOCUMENTS</b>   | <b>HOW TO COMPLETE THE DOCUMENTS</b>  | <b>DISQUALIFICATION FOR NON SUBMISSION</b> |
| Invitation to Bid – SBD 1  | Complete and sign the supplied pro forma document   | Yes  |
| Pricing Schedule Firm Prices- SBD 3.1<br><b>(Attach Separately)</b>    | Complete the supplied pro forma document  | Yes  |
| Declaration of Interest – SBD 4  | Complete and sign the supplied pro forma document   | No   |
| Preference Point Claim Form – SBD 6.1 <b>(Attach Separately)</b>       | Non-submission will lead to a zero (0) score on B-BBEE.<br>The B-BBEE status level certificate will be invalid if SBD 6.1 is not submitted or attached.   | No   |
| Declaration of Bidder's Past Supply Chain Management Practices – SBD 8 | Complete and sign the supplied pro forma document   | Yes  |
| Certificate of Independent Bid Determination – SBD 9                   | Complete and sign the supplied pro forma document   | Yes  |
| Registration on Central Supplier Database (CSD)                        | The Service provider must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered, proceed to complete the registration of your company prior to submitting your proposal. Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number.<br>Submit proof of registration. | No   |
| IATA and ASATA License / Certificate                                   | Bidders are required to submit their South African Travel Agents (ASATA) and International Air Transport Association (IATA) license/ certificate (certified copy) at closing date.<br>Where a bidding company is using a 3rd party IATA licence, proof of the agreement must be   | Yes  |



|  |  |  |
|--|--|--|
|  | attached and copy of the certificate to that effect at closing date. |  |
|--|--|--|

### 18.3 Gate 1: Technical Evaluation Criteria = 100 points

18.3.1. Evaluation Technical Scorecard and compliance checklist) for detailed information.

18.3.2 Only bidders that have met the Pre-Qualification Criteria in (Gate 0) will be evaluated in Gate 1 for functionality. Functionality will be evaluated as follows:

- a) Desktop Technical Evaluation (Annexure 2) – Bidders will be evaluated out of 100 points and are required to achieve minimum threshold of 70 points of 100 points in order to proceed to Gate 2 for Price and BBBEE evaluations. The total number of points in Annexure 2 equals 250 and will be converted to 100.

18.3.3 As part of due diligence, the OCJ will conduct a site visit at a client of the bidder (reference) for validation of the services rendered. The choice of site will be at OCJ's sole discretion.

18.3.4 The bidder's information will be scored according to the following points system:

| Functionality   | Maximum Points Achievable | Minimum Threshold |
|---|---------------------------|-------------------|
| Desktop Technical Evaluation<br>Details found in Annexure A2 –<br>Technical Scorecard | 100                       | 70                |
| Overall points  | 100                       | 70                |





## 18.4 Gate 2: Price and BBBEE Evaluation (80+20) = 100 points

18.4.1 Only bidders that have met the 70-point threshold in Gate 1 will be evaluated in Gate 2 for price and BBBEE. Price and BBBEE will be evaluated as follows:

a) In terms of Regulation 6 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders on the basis of:

- i) The bid price (maximum 80 points)
- ii) B-BBEE status level of contributor (maximum 20 points)

b) Stage 1 – Price Evaluation (80 Points)

i. Price Evaluation (80 Points)

a) The following formula will be used to calculate the points for price:

Where

$P_s$  = Points scored for comparative price of bid under consideration

$P_t$  = Comparative price of bid under consideration

$P_{min}$  = Comparative price of lowest acceptable bid

| Criteria  | Points |
|---|--------|
| Price Evaluation<br>$P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$ | 80     |

c) Stage 2 – BBBEE Evaluation (20 Points)

- i) BBBEE Points allocation
- ii) A maximum of 2 points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:



## **B-BBEE Points Allocation**

| <b>B-BBEE level of contributor</b> | <b>Number of points</b> |
|------------------------------------|-------------------------|
| 1                                  | 20                      |
| 2                                  | 18                      |
| 3                                  | 14                      |
| 4                                  | 12                      |
| 5                                  | 8                       |
| 6                                  | 6                       |
| 7                                  | 4                       |
| 8                                  | 2                       |
| Non-compliant contributor          | 0                       |

18.4.2 The Price and B-BBEE points will be consolidated

18.4.3 B-BBEE points may be allocated to bidders on submission of the following documentation or evidence:

- a) A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); and
- b) B-BBEE Certificate.

## **19 TRUSTS, CONSORTIUMS AND JOINT VENTURES**

19.1 Consortium or joint venture, (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level Verification Certificate for every separate tender.

19.2 Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. The OCJ will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

19.3 The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.



## **20 SUB-CONTRACTING**

- 20.1 Bidders or tenderers who want to claim Preference points will have to comply fully with the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) (PPPFA Act) with regard to sub-contracting.
- 20.2 The following is an extract from the PPPFA Act: Section 6(5) "A tenderer may not be awarded points for B-BBEE status level of contribution if the tender documents indicate that the tenderer intends sub- contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract."
- 20.3 Section 12(3) "A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract."

## **21 GENERAL CONDITIONS OF CONTRACT**

- 21.1 Any award made to a bidder under this bid is conditional upon;
- 21.2 The bidders accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which OCJ is prepared to enter into a contract with the successful bidders.
- 21.3 The bidders submitting the General Conditions of Contract to OCJ together with its bid, duly signed by an authorized representative of the bidder.

## **22 CONTRACT PRICE ADJUSTMENT**

- 22.1 Contract price adjustments will be done annually on the anniversary of the contract start date. The price adjustment will be based on the Consumer Price Index Headline Inflation

|                               |                     |
|-------------------------------|---------------------|
| STATS SA P0141 (CPI), Table E | Table E - All Items |
|-------------------------------|---------------------|



## **23 SERVICE LEVEL AGREEMENT**

23.1 The OCJ and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by the OCJ. Bidders are required to include a proposed SLA in the bid document. Refusal to sign the service level agreement will lead to termination of the contract.

## **24 SPECIAL CONDITIONS OF THIS BID**

24.1. The OCJ reserves the right not to make an award of any of the responses on this bid.

24.2. Bidders must provide an undertaking that reference checks in connection with services rendered may be conducted by the OCJ from previous clients where similar services were provided.

24.3. The OCJ may vary the scope outlined in this bid to include reasonable additional work within the wider scope of services required.

24.4. The bidders must be accessible to the OCJ at all times.

## **25 DECLARATIONS**

25.1 In the bidder's response, bidders are required to declare the following:

25.1.1 Confirm that the bidders:

- a) Act honestly, fairly and with due skill, care and diligence, in the interests of the OCJ;
- b) Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- c) Act with circumspection and treat the OCJ fairly in a situation of conflicting interests;
- d) Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- e) Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with the OCJ;
- f) Avoidance of fraudulent and misleading advertising, canvassing and marketing;



- g) To conduct their business activities with transparency and consistently uphold the interests and needs of the OCJ as a client before any other consideration; and
- h) To ensure that any information acquired by the bidders from the OCJ will not be used or disclosed unless the written consent of the client has been obtained to do so.

## **26 CONFLICT OF INTEREST, CORRUPTION AND FRAUD**

- 26.1. The OCJ reserves its right to disqualify any bidder who either itself or any of whose members ,save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange, indirect members being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange, directors or members of senior management, whether in respect of the OCJ or any other Government organ or entity and whether from the Republic of South Africa or otherwise "Government Entity:
- 26.2. 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 bid;
- 26.3. 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;
- 26.4. Makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of the OCJ's employees or other representatives;
- 26.5. 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;



- 26.6. 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;
- 26.7 Pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that 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;
- 26.8 Has in the past engaged in any matter referred to above; or
- 26.9 Has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

## **27 MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT**

- 27.1 The bidder should note that the terms of its tender will be incorporated in the proposed contract by reference and that the OCJ relies upon the bidder's tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.
- 27.2 It follows therefore that misrepresentations in a tender may give rise to service termination and a claim by the OCJ against the bidder notwithstanding the conclusion of the Service Level Agreement between the OCJ and the bidder for the provision of the service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

## **28 PREPARATION COSTS**

- 28.1 The bidder will bear all its costs in preparing, submitting and presenting any response or tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing the OCJ, 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 bid.



## **29 INDEMNITY**

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

## **30 CONFLICT OF INFORMATION PROVIDED**

30.1 This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

## **31 LIMITATION OF LIABILITY**

31.1 A bidder participates in this bid process entirely at its own risk and cost. The OCJ shall 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 bid process.

## **32 TAX COMPLIANCE**

32.1 No tender shall be awarded to a bidder who is not tax compliant. The OCJ reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to the OCJ or whose verification against the Central supplier database (CSD) proves non-compliant. the OCJ further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract tender defaulters and restricted suppliers and restricted suppliers.

## **33 TENDER DEFAULTERS AND RESTRICTED SUPPLIERS**

33.1 No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept



by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. The OCJ reserves the right to withdraw an award, or cancel a contract concluded with a bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another Government institution.

### **34 GOVERNING LAW**

34.1 South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African Superior Courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

### **35 RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL**

35.1 A bidder is responsible for ensuring that its personnel including agents, officers, directors, employees, advisors and other representatives, its sub-contractors, if any and personnel of its sub-contractors comply with all terms and conditions of this bid. Where that the OCJ allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and the OCJ will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

### **36 CONFIDENTIALITY**

36.1 Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s), will be disclosed by any bidder or other person not officially involved with the OCJ's examination and evaluation of a tender to this bid or a bidder's tender(s), will be disclosed by any bidder or other person not officially involved with the OCJ's examination and evaluation of a tender.

36.2 No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by the OCJ, remain proprietary to the OCJ and must be





promptly returned to the OCJ upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived therefrom.

- 36.3 Throughout this bid process and thereafter, bidders must secure the OCJ's written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

### **37 OFFICE OF THE CHIEF JUSTICE PROPRIETARY INFORMATION**

- 37.1 Bidder/s will on their bid cover letter make a declaration that they did not have access to any of the OCJ's proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidders.

### **38 TERMINATION OF SERVICES**

- 38.1 The OCJ may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the rendering of the services and minimize further expenditure: Provided that the successful bidder shall thereupon be entitled to payment in full for the services delivered, up to the date of the termination





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## **Annexure A2**

# **DESKTOP EVALUATION TECHNICAL SCORECARD AND COMPLIANCE CHECKLIST**

**OCJ2021/13: Request for Proposal for Appointment of a Travel Management Company to provide travel, accommodation and conference facilities to the Office of the Chief Justice (OCJ) for a period of thirty-six (36) months**

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### **ANNEXURE A2: DESKTOP EVALUATION TECHNICAL SCORECARD AND COMPLIANCE CHECKLIST**

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OCJ2021/13: Request for Proposal for Appointment of a Travel Management Company to provide travel, accommodation and conference facilities to the Office of the Chief Justice (OCJ) for a period of thirty-six (36) months  
Annexure A2: Desktop Evaluation Technical Scorecard  
Page 1 of 12



## The form must be submitted in File 1 (Technical file), Exhibit 2



*The tendering institution may add or remove any evaluation criteria they may deem necessary. Keep in mind that it must be measurable and state clearly what is required to substantiate the requirement.*

*The tendering institution may allocate the weighting of the requirements at their own discretion. It must add up to 100 or it must be converted to a score out of a 100 if the weighting adds up to more than 100. E.g. if the weighting adds up to 250 and the bidder scores 180 out of 250, then the score is  $72$  ( $180/250$ )  $\times$   $100 = 72$*

*The tendering institution may also decide whether to include the Presentation as part of the functionality. If not, then it must be status as such.*

### EXAMPLE OF HOW THE BIDDER MUST COMPLETE THE COMPLIANCE CHECKLIST:

| Section No | Technical Criteria                                    | Reference page in Proposal | Comments   |
|------------|---|----------------------------|--|
| 1.2        | Experience of the bidder                              | Exhibit 2: Page 9 to 12    | Bidder to summarise the motivation of compliance, partial compliance or non-compliance to the requirement. |
| 2.1        | Manage all reservations and bookings                  | Exhibit 2: Page 13 to 15   | Bidder to summarise the motivation of compliance, partial compliance or non-compliance to the requirement. |
| 2.2        | Manage all refunds and non-refundable airline-tickets | Exhibit 2: Page 17 to 20   | Bidder to summarise the motivation of compliance, partial compliance or non-compliance to the requirement. |

### RATING SCALE



| <b>Rating</b>               | <b>Definition</b>   | <b>Score</b> |
|-----------------------------|---|--------------|
| <b>Excellent</b>            | <b>Exceeds</b> the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.  | <b>5</b>     |
| <b>Good</b>                 | <b>Satisfies</b> the requirement with <b>minor additional benefits</b> . Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence. | <b>4</b>     |
| <b>Acceptable</b>           | <b>Satisfies</b> the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with supporting evidence.  | <b>3</b>     |
| <b>Minor Reservations</b>   | Satisfies the requirement with <b>minor reservations</b> . Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.  | <b>2</b>     |
| <b>Serious Reservations</b> | Satisfies the requirement with <b>major reservations</b> . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.  | <b>1</b>     |
| <b>Unacceptable</b>         | <b>Does not meet the requirement</b> . Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource & quality measures required to provide the goods / services, with little or no supporting evidence.   | <b>0</b>     |

**The Bidders will be evaluated according to the technical evaluation criteria in the scorecard below.**

**Bidders must indicate their ability to do the following and to substantiate as required with supporting documentation.**



| #                  | TECHNICAL EVALUATION CRITERION   | WEIGHT | SCORE | REFERENCE IN<br>BID DOCUMENT | REFERENCE PAGE<br>IN BIDDERS<br>PROPOSAL<br><br>TO BE<br>COMPLETED BY<br>THE BIDDER | COMMENTS TO BE<br>COMPLETED BY<br>THE BIDDER |
|--------------------|--|--------|-------|------------------------------|---|--|
| DESKTOP EVALUATION |  |        |       |                              |   |  |
| 1                  | GENERAL  | Weight |       | SECTION 16.3.1               |   |  |
| 1.1                | Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.  | 5%     | 12,5  | Section 16.3.1<br>(j)        |   |  |
| 1.2                | Provide the reference letters from at least three (3) contactable existing and or recent clients (within past 5 years) which are of a similar size to OCJ whom OCJ may contact for references. The letter must include: company name, contact name, address, phone number, and duration of contract, value of the travel expenditure, a brief description of the services that the TMC provided and the level of satisfaction. | 6%     | 12,5  | Section 16.3.1<br>(k)        |   |  |



| TECHNICAL EVALUATION CRITERION |  | WEIGHT | SCORE | REFERENCE IN BID DOCUMENT   | REFERENCE PAGE IN BIDDERS PROPOSAL TO BE COMPLETED BY THE BIDDER | COMMENTS TO BE COMPLETED BY THE BIDDER |
|--------------------------------|--|--------|-------|---|--|--|
| 2                              | RESERVATIONS   | 100    | 250   | SECTION 16.3.2 TO 16.3.6  |  |  |
| 2.1                            | <p><b>Manage all reservations/ bookings.</b></p> <p>Describe how all travel reservations/ bookings are handled such as hotel (accommodation); car rental; flights</p> <p>This will include, without limitation, an example of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirement, confirmation numbers and additional proof of competency.</p>                                  | 15%    | 37.5  | <p>Section 16.3.2</p> <p>Section 16.3.3</p> <p>Section 16.3.4</p> <p>Section 16.3.5</p> |  |  |
| 2.2                            | <p><b>Manage group bookings.</b></p> <p>Describe your capabilities for handling group bookings such as meetings, conferences, events.). Please specify if these bookings would be done by the TMC or outsourced.</p>   | 10%    | 25    | <p>Section 16.3.2 (i)</p> <p>Section 16.3.5.</p>  |  |  |
| 2.3                            | <p><b>Directly negotiated rates</b></p> <p>Negotiated airline fares, accommodation establishment rates, car rental rates, that are negotiated directly on behalf of .OCJ or established by National Treasury <b>non-commissionable</b>, where commissions are earned for OCJ bookings, all these commissions should be returned to OCJ on a quarterly basis.</p> <p>Describe how these specific rates will be secured.</p> | 5%     | 12.5  | <p>Section 16.3.2 (q)</p>   |  |  |



|     | Describe any automated tools that will be used to assist with maintenance and processing of the said negotiated rates.   |     |      |                |  |  |
|-----|--|-----|------|----------------|--|--|
| 2.4 | <p><b>Manage airline reservations.</b></p> <p>Describe in detail the process of booking the most cost-effective and practical routing for the traveller.</p> <p>This will include, without limitation, the refund process and how the TMC manage the unused non-refundable airline tickets, the TMC ability to secure special airline services for traveller(s) including preferred seating, waitlist clearance, special meals, travellers with disabilities</p>   | 10% | 25   | Section 16.3.3 |  |  |
| 2.5 | <p><b>After-hours and emergency services</b></p> <p>The bidder must have capacity to provide reliable and consistent after hours and emergency support to traveller(s).</p> <p>Please provide details and or Standard Operating Procedure of the TMC after-hour support such as:.</p> <ul style="list-style-type: none"> <li>- how it is accessed by Travellers,</li> <li>- where it is located, centralized/ regionalised, in-country (owned)/ outsourced etc.</li> <li>- is it available 24/7/365</li> <li>- Reminders to OCJ to process requisitions within 24 hours to reduce queries on invoices</li> </ul> | 5%  | 12,5 | Section 16.3.7 |  |  |



| TECHNICAL EVALUATION CRITERION |  | WEIGHT | SCORE | REFERENCE IN BID DOCUMENT | REFERENCE PAGE IN BIDDERS PROPOSAL TO BE COMPLETED BY THE BIDDER | COMMENTS TO BE COMPLETED BY THE BIDDER |
|--------------------------------|--|--------|-------|---------------------------|--|--|
| 3                              | COMMUNICATION  |        |       | SECTION 16.4              |  |  |
| 3.1                            | Describe how the TMC will ensure that travel bookers are informed of the travel booking processes.<br>Describe your communication process where the traveller, travel co-ordinator and or booker and travel management company will be linked in one smooth continuous workflow.   | 5%     | 12,5  | Section 16.4              |  |  |
| 4                              | FINANCIAL MANAGEMENT   | 100    | 250   | SECTION 16.5              |  |  |
| 4.1                            | Describe how the TMC will implement the negotiated rates and maximum allowable rates established by the National Treasury.<br>Describe how the TMC will manage the 30-day bill-back account facility.<br>Describe how pre-payments will be handled where it is required for smaller Bed & Breakfast and or Guest House facilities.<br>Describe how invoicing will be handled, including the process of rectifying discrepancies between the Travel Authorisation form and invoices, supporting documentation, reconciliation of transactions and the timely provision of invoices to OCJ | 10%    | 25    | Section 16.5              |  |  |





| TECHNICAL EVALUATION CRITERION |  | WEIGHT | SCORE | REFERENCE IN BID DOCUMENT | REFERENCE PAGE IN BIDDERS PROPOSAL TO BE COMPLETED BY THE BIDDER | COMMENTS TO BE COMPLETED BY THE BIDDER |
|--------------------------------|--|--------|-------|---------------------------|--|--|
| 5                              | TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING   | 100    | 250   | SECTION 16.6              |  |  |
| 5.1                            | <p>Describe how travel consultants access and book web airfares i.e. non-GDS inventories (low cost carriers/ consolidators), and hotel web rates.</p> <p>Describe how you will manage data and management information such as traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour, transaction level data. (refer to the detail in Section 16.6.6)</p> <p>Give actual examples of standard reports that you currently have available. Give an indication if reports can be customised.</p> <p>Provide a description of all technology and reporting products proposed for OCJ</p> <p>Can the TMC comply with the OCJ monthly reporting requirement as prescribed by National Treasury? See Monthly Reporting Template prescribed by National Treasury Instruction No 4 of 2017/2018.</p> | 5%     | 15    | Section 16.6              |  |  |



| TECHNICAL EVALUATION CRITERION |  | WEIGHT | SCORE | REFERENCE IN BID DOCUMENT   | REFERENCE PAGE IN BIDDERS PROPOSAL TO BE COMPLETED BY THE BIDDER | COMMENTS TO BE COMPLETED BY THE BIDDER |
|--------------------------------|--|--------|-------|---|--|--|
| 6                              | ACCOUNT MANAGEMENT   | 100    | 250   | SECTION 16.7  |  |  |
| 6.1                            | Describe what quality control procedures and or processes the TMC have in place to ensure that your clients receive consistent quality service.<br><br>Describe how queries, requests, changes and cancellations will be handled. What is your mitigation and issue resolution process? Please provide a detailed response indicating performance standards with respect to resolving service issues. Complaint handling procedure must be submitted.<br><br>What is in place to ensure that the OCJ's travel Policy is enforced.<br><br>How will you manage the service levels in the SLA and how will the TMC go about doing customer satisfaction surveys?<br><br>Indicate what workshops and or /training will be provided to Travellers and for Travel Bookers. | 5%     | 12,5  | Section 16.7.1 and 16.7.2<br><br>Section 16.7.3<br><br>Section 16.7.4<br><br>Section 16.7.5<br><br>Section 16.7.6<br><br>Section 16.7.7 |  |  |



| TECHNICAL EVALUATION CRITERION |  | WEIGHT | SCORE | REFERENCE IN BID DOCUMENT | REFERENCE PAGE IN BIDDERS PROPOSAL TO BE COMPLETED BY THE BIDDER | COMMENTS TO BE COMPLETED BY THE BIDDER |
|--------------------------------|--|--------|-------|---------------------------|--|--|
| 7                              | VALUE ADDED SERVICES   | 100    | 250   | SECTION 16.8              |  |  |
| 7.1                            | Please provide information on any value-added services your company can offer.   | 3%     | 7.5   | Section 16.8              |  |  |
| 8                              | COST MANAGEMENT  |        |       | SECTION 16.9              |  |  |
| 8.1                            | Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results?<br><br>Describe how you will assist the OCJ to realise cost savings on annual travel spend. | 5%     | 12,5  | Section 16.9              |  |  |
| 9                              | QUARTERLY AND ANNUAL TRAVEL REVIEWS  |        |       | SECTION 16.10             |  |  |
| 9.1                            | Provide a sample of a Quarterly and Annual review used for performance management during the life cycle of the contract.   | 2%     | 5     | Section 16.10             |  |  |



| TECHNICAL EVALUATION CRITERION |   | WEIGHT | SCORE | REFERENCE IN BID DOCUMENT | REFERENCE PAGE IN BIDDERS PROPOSAL TO BE COMPLETED BY THE BIDDER | COMMENTS TO BE COMPLETED BY THE BIDDER |
|--------------------------------|---|--------|-------|---------------------------|--|--|
| 10                             | OFFICE MANAGEMENT   | 100    | 250   | SECTION 16.11             |  |  |
| 10.1                           | <p>Provide an overview of your back-office processes detailing the degree of automation for air tickets workflow, ground arrangements and bill back workflow.</p> <p>Describe roles and responsibilities of assigned staff. Please provide the management hierarchy.</p> <p><b>CV of personnel</b><br/>           Attach copies of relevant CV's for each, clearly indicating a detailed profile of their previous work experience, with a minimum of three (3) years' relevant experience for each profession<br/>           a. Senior Consultant (dedicated and travel coordinator)<br/>           b. Team leader/s for consultant<br/>           c) Key Account Manager</p> <p>Describe type of training provided to travel agency personnel</p> <p>Describe the forecasting system employed to staff operations in response to volume changes owing to conferences, project-related volumes..</p> | 9%     | 22.5  | Section 16.11             |  |  |



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### **BIDDER DECLARATION (Section 22)**

The bidder hereby declare the following:

We confirm that \_\_\_\_\_ (Bidder's Name) will: –

- a. Act honestly, fairly, and with due skill, care and diligence, in the interests of OCJ
- b. Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- c. Act with circumspection and treat OCJ fairly in a situation of conflicting interests;
- d. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- e. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with OCJ
- f. Avoid fraudulent and misleading advertising, canvassing and marketing;
- g. Conduct business activities with transparency and consistently uphold the interests and needs of OCJ as a client before any other consideration; and
- h. Ensure that any information acquired by the bidder(s) from OCJ will not be used or disclosed unless the written consent of the client has been obtained to do so.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name of Signatory: \_\_\_\_\_

Designation: \_\_\_\_\_

FOR AND ON BEHALF OF: \_\_\_\_\_ (Bidding Company's Name)



# **THE NATIONAL TREASURY**

**Republic of South Africa**



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## **GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT**

**July 2010**

**GOVERNMENT PROCUREMENT**  
**GENERAL CONDITIONS OF CONTRACT**  
**July 2010**

**NOTES**

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

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## **General Conditions of Contract**

### **1. Definitions**

1. The following terms shall be interpreted as indicated:
  - 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
  - 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
  - 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
  - 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
  - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
  - 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
  - 1.7 "Day" means calendar day.
  - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
  - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
  - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
  - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such

obligations of the supplier covered under the contract.

- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

## **2. Application**

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

## **3. General**

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from [www.treasury.gov.za](http://www.treasury.gov.za)

## **4. Standards**

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

## **5. Use of contract documents and information; inspection.**

- 5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

## **6. Patent rights**

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

**7. Performance security**

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
  - (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
  - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

**8. Inspections, tests and analyses**

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or

analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

## **9. Packing**

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

## **10. Delivery and documents**

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

## **11. Insurance**

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

## **12. Transportation**

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

## **13. Incidental services**

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
  - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
  - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
  - (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.
- 13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.
- 14. Spare parts
  - 14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:
    - (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
    - (b) in the event of termination of production of the spare parts:
      - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
      - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.
- 15. Warranty
  - 15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.
  - 15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.
  - 15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.
  - 15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.
  - 15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

- |   |   |
|---|---|
| <b>16. Payment</b>                              | <p>16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.</p> <p>16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.</p> <p>16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.</p> <p>16.4 Payment will be made in Rand unless otherwise stipulated in SCC.</p>   |
| <b>17. Prices</b>                               | <p>17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.</p>  |
| <b>18. Contract amendments</b>                  | <p>18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.</p>   |
| <b>19. Assignment</b>                           | <p>19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior-written consent.</p>   |
| <b>20. Subcontracts</b>                         | <p>20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.</p>   |
| <b>21. Delays in the supplier's performance</b> | <p>21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.</p> <p>21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.</p> <p>21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.</p> <p>21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the</p> |

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

## **22. Penalties**

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

## **23. Termination for default**

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any



person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

- 23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.
- 23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:
- (i) the name and address of the supplier and / or person restricted by the purchaser;
  - (ii) the date of commencement of the restriction
  - (iii) the period of restriction; and
  - (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

- 23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

#### **24. Anti-dumping and countervailing duties and rights**

- 24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which

may be due to him

**25. Force  
Majeure**

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

**26. Termination  
for insolvency**

- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

**27. Settlement of  
Disputes**

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
  - (b) the purchaser shall pay the supplier any monies due the supplier.

**28. Limitation of  
liability**

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

|  |      |  |
|--|------|--|
|  |      | (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.  |
| <b>29. Governing language</b>                                | 29.1 | The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.   |
| <b>30. Applicable law</b>                                    | 30.1 | The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.  |
| <b>31. Notices</b>   | 31.1 | Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice                                   |
|  | 31.2 | The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.   |
| <b>32. Taxes and duties</b>                                  | 32.1 | A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.   |
|  | 32.2 | A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.  |
|  | 32.3 | No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.  |
| <b>33. National Industrial Participation Programme (NIP)</b> | 33.1 | The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.  |
| <b>34 Prohibition of Restrictive practices</b>               | 34.1 | In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging). |
|  | 34.2 | If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.    |

- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

Js General Conditions of Contract (revised July 2010)