



LGSETA

CREATING GREATER IMPACT

LGSETA/TRAVELMANAGEMENTSERVICE/2022/23/06

**APPOINTMENT OF A PANEL OF THREE (3) SERVICE PROVIDERS TO PROVIDE
TRAVEL MANAGEMENT SERVICE FOR A PERIOD OF THREE (3) YEARS**

Date Issued 31 March 2023

Closing date and time: 21 April 2023 at 12:00

Bid Validity Period: 120 working days.

TENDER BOX ADDRESS:

**GILLOOLY'S VIEW
OFFICE PARK 01
OSBORNE LANE, BLOCK
A**

**BEDFORDVIEW
2007**

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1. INTRODUCTION

The Local Government Sector Education and Training Authority (LGSETA) is a statutory body established in terms of the Skills Development Act (No. 97 of 1998) as amended, to advance skills levels in accordance with the National Skills Development Plan 2030. LGSETA's mandate is to facilitate skills development for local government sector.

2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

The purpose of this request for proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of travel management services to the LGSETA. This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidders required by LGSETA for the provision in the panel of travel management services to LGSETA. The service providers, who will qualify for inclusion in the panel, will be used on rotational basis as and when travel management services are required.

3. DEFINITIONS

Accommodation means the rental of lodging facilities while away from one's place of abode, but on authorised official duty.

After-hours service refers to an enquiry or travel request that is actioned after normal working hours, i.e., 17h00 to 8h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.

Air travel means travel by airline on authorised official business.

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.

Car Rental means the rental of a vehicle for a short period by a Traveller for official purposes.

Domestic travel means travel within the borders of the Republic of South Africa.

Emergency service means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.

International travel refers to travel outside the borders of the Republic of South Africa.

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.

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 (visa, refund, frequent flyer tickets etc.).

Merchant Fees are fees charged by the lodge card company at the point of sale for

bill back charges for ground arrangements.

Quality Management System means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management.

Regional travel means travel across the border of South Africa to any of the SADC Countries, namely, Angola, Botswana, Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe.

Service Level Agreement (SLA) is a contract between the TMC and LGSETA that defines the level of service expected from the TMC.

Shuttle Service means the service offered to transfer a Traveller from one point to another, for example from place of work to the airport.

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.

Transaction Fee means the fixed negotiated fee charged for each specific service type e.g., international air ticket, charged per type per transaction per traveller.

Traveller refers to a LGSETA Employee, consultant or contractor travelling on official business on behalf of LGSETA.

Travel Authorisation is the official form utilised by LGSETA reflecting the detail and order number of the trip that is approved by the relevant authorising official.

Travel Booker is the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller, e.g., the personal assistant of the traveller.

Travel Management Company or TMC refers to the Company contracted to provide travel management services (Travel Agents).

Travel Voucher means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.

Value Added Services are services that enhance or complement the general travel management services e.g. Rules and procedures of the airports.

VAT means Value Added Tax.

VIP or Executive Service means the specialised and personalised travel management services to selected employees of LGSETA by a dedicated consultant to ensure a seamless travel experience.

4. BRIEFING SESSION

No compulsory briefing to be held.

5. TIMELINE OF THE BID PROCESS

The period of validity of tender is 120 working days from closing date. The project timeframes of this bid are set out below:

Activity	Due Date
Advertisement of bid on Government e-tender portal / print media / Tender Bulletin	31 March 2023
Non-compulsory briefing and clarification session	N/A
Questions relating to bid from bidder(s)	Questions to end on the 14 April 2023
Bid closing date	21 April 2023 at 12:00pm

All dates and times in this bid are South African standard time.

Any time or date in this bid is subject to change at LGSETA's discretion. The establishment of a time or date in this bid does not create an obligation on the part of LGSETA 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. The bidder accepts that, if LGSETA extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

6. CONTACT AND COMMUNICATION

Kindly contact SCM Office on procurement@lgseta.org.za by no later than 14 April 2023 for submission of query relating to this bid. All queries received will be compiled into one document and will be uploaded on our LGSETA website. No feedback will be provided for enquiries received after the 14 April 2023.

The delegated office of LGSETA may communicate with Bidder(s) where clarity is sought in the bid proposal.

Any communication to an official or a person acting in an advisory capacity for LGSETA in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.

All communication between the Bidder(s) and LGSETA must be done in writing.

Whilst all due care has been taken in connection with the preparation of this bid, LGSETA makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current or complete. LGSETA, and its employees and advisors will not be liable with respect to any information communicated which may not accurate, current or complete.

If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error inconsistency in this bid or any other information provided by LGSETA (other than minor clerical matters), the Bidder(s) must promptly notify LGSETA in writing of such

discrepancy, ambiguity, error or inconsistency in order to afford LGSETA an opportunity to consider what corrective action is necessary (if any).

Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by LGSETA will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.

All persons (including Bidder(s)) 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.

7. LATE BIDS

Bids received after the closing date (21 April 2023 and time (12h00), at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the Bidder(s). **REFER TO PAGE 02 OF THE LGSETA MAIN TENDER DOCUMENT.**

8. SCOPE OF WORK

Background

LGSETA's primary objective in issuing this RFP is to enter into agreement with a successful bidder(s) who will form part of a panel three (3) service providers that will be expected to achieve the following:

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

Travel Volumes

The current LGSETA total volumes per annum includes air travel, accommodation, car hire, conference venue booking, etc. The table below details the number of transactions for the FY 2019 to 2023 as follows:

Service Category	Estimated Number of Transactions for 3 years	Estimated Expenditure for 3 years
Air travel – Domestic	1263	R 4 140 111,48
Air Travel - Regional & International	47	R 1 291 226,86
Car Rental - Domestic	2575	R 6 612 157,70
Car Rental - Regional & International	0	R -

Shuttle Services - Domestic	47	R	47 069,61
Accommodation - Domestic	1930	R	6 587 748,86
Accommodation - Regional International	0	R	-
Transfers - Domestic	499	R	1 078 947,55
Transfers - Regional & International	0	R	-
Bus/Coach bookings	19	R	37 626,95
Train - Regional & International	0	R	-
Conferences/Events	152	R	4 469 687,95
After Hours	172	R	38 352,50
Parking	0	R	-
Insurance	12	R	14 150,00
Forex	0	R-	
GRAND TOTAL	6716	R	24 317 079,46

Note: These figures are projections based on the current trends and they may change during the tenure of the contract. The figures are meant for illustration purposes to assist the bidders to prepare their proposal.

9. Service Requirements

9.1 General

The successful bidders will be required to provide travel management services. Deliverables under this section include without limitation, the following:

- a. The travel services will be provided to all travellers travelling on behalf of LGSETA, locally and internationally. This will include employees and contractors, consultants and clients where the agreement is that LGSETA is responsible for the arrangement and cost of travel.
- b. Provide travel management services during normal office hours (Monday to Friday 08h00 – 17h00) and provide after hours and emergency services as stipulated in paragraph 9.7.
- c. Familiarisation with current LGSETA travel business processes.
- d. Familiarisation with current travel suppliers and negotiated agreements that are in place between LGSETA and third parties. Assist with further negotiations for better deals with travel service providers.
- e. Familiarisation with current LGSETA Travel Policy and implementations of controls to ensure compliance.
- f. Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the TMC's account, subject to the outcome of a formal dispute process.
- g. Provide a facility for LGSETA to update their travellers' profiles.
- h. Manage the third-party service providers by addressing service failures and complaints against these service providers.
- i. Consolidate all invoices from travel suppliers.
- j. Negotiated airline fares, accommodation establishment rates, car rental rates,

etc., that are negotiated directly or established by National Treasury or LGSETA are non-commissionable, where commissions are earned for LGSETA bookings, all these commissions should be returned to LGSETA on a quarterly basis. The TMC will be required to submit monthly reports indicating commission received for that specific month.

- k. Bookings will be processed manually through the submission of the Purchase Order (Traditional Bookings Systems), but in future the LGSETA will consider electronic travel reservation (Online Booking System). The appointed service providers must be able to provide electronic booking system (Online Booking System). The management fee must be reviewed to align with electronic travel reservation booking.

9.2 Reservations

9.2.1 The Travel Management Company will:

- a. Receive travel requests from travellers and/or travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveler via the agreed communication medium.
- b. Always endeavor to make the most cost-effective travel arrangements based on the request from the traveler and/or travel booker.
- c. Apprise themselves of all travel requirements for destinations to which travelers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.
- d. Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- e. Book the negotiated discounted fares and rates where possible.
- f. Must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- g. Book parking facilities at the airports where required for the duration of the travel.
- h. Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- i. Must issue all necessary travel documents, itineraries, and vouchers timeously to traveller(s) prior to departure dates and times.
- j. Advise the Traveller of all visa and inoculation requirements well in advance.
- k. Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- l. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- m. Facilitate the bookings that are generated through their own or third party Online

Booking Tool (OBT) where it can be implemented.

- n. Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- o. Visa applications will not be the responsibility of the TMC; however, the relevant information must be supplied to the traveller(s) where visas will be required.
- p. Negotiated airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by National Treasury or by LGSETA are non-commissionable, where commissions are earned for LGSETA bookings all these commissions should be returned to LGSETA on a quarterly basis.
- q. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by LGSETA.
- r. Timely submission of proof that services have been satisfactorily delivered (invoices) as per LGSETA's instructions.

9.3 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 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. The TMC will also assist with the booking of charters for VIPs utilizing the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- g. The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- h. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fares where applicable.
- i. Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- j. Assist with lounge access if and when required.

9.4 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 will 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.
- c. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guesthouse or Bed &

Breakfast) in accordance with LGSETA's travel policy.

- d. LGSETA travellers may only stay at accommodation establishments with which LGSETA 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 LGSETA.
- e. Accommodation vouchers must be issued to all LGSETA travellers for accommodation and must be invoiced to LGSETA 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.
- h. The appointed TMC will be required to provide the LGSETA with a list of approved hotels, lodges, Bed and breakfasts etc. The LGSETA reserves the right to audit the establishment and reject the establishment on the list, which are not meeting LGSETA accommodation requirements.
- i. In case where the booked accommodation service does not comply with LGSETA accommodation requirements the LGSETA will not be responsible for the accommodation cost. The TMC must cover full cost.

9.5 Group Bookings

Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)

9.6 Car Rental and Shuttle Services

- a. The TMC will book the approved category vehicle in accordance with the LGSETA Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
- b. The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.
- c. The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refueling, keys, rental agreements, damages and accidents, etc.
- d. For international travel, the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
- e. The TMC will book transfers in line with the LGSETA Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- f. The TMC should manage shuttle companies on behalf of the LGSETA and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.

- g. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

9.7 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 VIP/Executive travellers with after hour or emergency assistance.
- c. After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 8h00) and twenty-four (24) hours on weekends and Public Holidays.
- d. A call centre facility or after hours contact number should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- e. The Travel Management Company must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.
- f. All the enquiries submitted through after hour service, must be attended to immediately and queries resolved within 30 minutes or less. Where not possible to resolve the query within 30 minutes, the travel Booker must be notified immediately.

9.8 Communication and training requirements

- a. All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.
- b. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, Travel Management Company in one smooth continuous workflow.
- c. The TMC must ensure that reservation details are communicated to the traveller and travel Booker electronically (SMS and/or email format) immediately after the reservation has been confirmed.
- d. The TMC may be requested to conduct workshops and training sessions for Travel Bookers of LGSETA.

9.9 Financial Management

- a. The TMC must implement the rates negotiated by LGSETA with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- b. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to LGSETA for payment within the agreed time period.
- c. Enable savings on total annual travel expenditure and this must be reported

- and proof provided during monthly and quarterly reviews.
- d. The TMC will be required to offer a 30-day bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices LGSETA for the services rendered.
 - e. Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
 - f. Consolidate Travel Supplier bill-back invoices.
 - g. In certain instances, where institutions have a travel lodge card in place, the payment of air, accommodation and ground transportation is consolidated through a corporate card vendor.
 - h. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to LGSETA's Financial Department on the agreed time period (e.g., weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
 - i. Ensure Travel Supplier accounts are settled timeously.

9.10 Technology, Management Information and Reporting

The reporting templates can be found on

<http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.aspx>

- i. Travel
 - a) Compliments and complaints.
 - b) Consultant Productivity Report.
 - c) Long term accommodation and car rental.
 - d) Extension of business travel to include leisure.
 - e) Upgrade of class of travel (air, accommodation and ground transportation).
 - f) Bookings outside Travel Policy.
 - g) Global Travel Risk Management Report
- ii. Finance reports

Below are the monthly reports that will be required from the appointed TMC. The LGSETA reserves a right to request additional reports not listed below and the financial/ booking system of the appointed TMC must allow for customization to meet the LGSETA reports requirements.

- a) Daily invoices.
- b) No show reports.
- c) Cancellation report.
- d) Refund reports.
- e) Open voucher report, and
- f) After hours' Report.

9.11 Account Management

- a. An Account Management structure should be put in place to respond to the needs and requirements of the LGSETA and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- b. The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the LGSETA's account.
- c. The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
- d. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- e. Ensure that the LGSETA's Travel Policy is enforced.

- f. The Service Level Agreement (SLA) must be managed, and customer satisfaction surveys conducted to measure the performance of the TMC.
- g. Ensure that workshops/training is provided to travellers and/or Travel Bookers

- h. During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

9.12 Value Added Services

The TMC must provide the traveller with an itinerary that outlines their destination information as part of the value-added services. This will include information listed below:

9.12.1 Destination information for regional and international destinations:

- i. Health warnings.
- ii. Weather forecasts.
- iii. Places of interest.
- iv. Visa information.
- v. Travel alerts.
- vi. Location of hotels and restaurants.
- vii. Information including the cost of public transport.
- viii. Rules and procedures of the airports.
- ix. Business etiquette specific to the country.
- x. Airline baggage policy; and
- xi. Supplier updates

9.13 Cost Management

- a. The National Treasury cost containment initiative and the LGSETA's Travel

- Policy is establishing a basis for a cost savings culture.
- b. It is the obligation of the TMC Consultant 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.
 - c. The TMC plays 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.
 - d. The TMC should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are in accordance with LGSETA's Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

9.14 Office Management

The TMC must have adequate staff to provide prompt and consistent travel reservation services to the LGSETA. Queries and enquiries must be resolved without hesitation. The following is a sample of personnel within their structure in order to provide support to the LGSETA.

- 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)

PRICING MODEL: REFER TO PRICING SCHEDULE.

LGSETA requires bidders to provide price per transaction on the provided pricing schedule.

10. EVALUATION AND SELECTION CRITERIA

LGSETA 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:

Stage 1	Stage 2	Stage 3
Compliance with mandatory documents as listed on the bid document on page 5. Non - compliance with this requirement, will disqualify the bidder for further evaluation on stage 2.	Presentation and reference letter evaluation	Price and Preference evaluation.

STAGE 2 PRESENTATION AND REFERENCE LETTER EVALUATION:

The Bidders will be evaluated according to the presentation evaluation criteria in the scorecard below. Bidders must indicate their ability to do the following and to substantiate as required with supporting documentation. The maximum possible score that can be achieved for functionality is 100. Bidders must achieve a minimum of 80 points in order to be considered for price and preference evaluation.

EVALUATION CRITERIA	WEIGHT	REFERENCE IN BID DOCUMENT (SECTIONS)	HIGHEST POSSIBLE SCORE						
1. SERVICES			45						
<p>1.1 MANAGE ALL RESERVATIONS/ BOOKINGS</p> <p>Scoring is in the sliding scale of 1 to 2.</p> <table border="1" data-bbox="264 778 761 877"> <thead> <tr> <th>Values</th> <th>Weight points (max)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> </tr> <tr> <td>2</td> <td>25</td> </tr> </tbody> </table> <p>1 – Bidder failed to demonstrate how to handle LGSETA reservation requirements for accommodation, car rentals, flights including sending the confirmation of the booking to the client. This will include, without limitation, an example of a detailed itinerary confirmation that includes air, car, hotel, passport requirement, confirmation numbers and additional proof of competency.</p>	Values	Weight points (max)	1	0	2	25	25	<p>In preparing the presentation, the bidders must align their presentation with the requirements as outlined in the terms of reference under the following sections:</p> <p>9.2 9.3 9.4 9.5</p> <p>Presentation not aligned with the above sections in the terms of reference will</p>	25
Values	Weight points (max)								
1	0								
2	25								

<p>2 - Bidder demonstrate how to handle all LGSETA reservations for accommodation, car rentals, flights including sending the confirmation of the booking to the client. This will include, without limitation, an example of a detailed itinerary confirmation that includes air, car, hotel, passport requirement, confirmation numbers and additional proof of competency.</p>		<p>lead to the bidder-scoring zero for this criterion.</p>							
<p>1.2 MANAGE GROUP BOOKINGS.</p> <p>Scoring is in the sliding scale of 1 to 3.</p> <table border="1" data-bbox="239 501 734 612"> <thead> <tr> <th>Values</th> <th>Weight points (max)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> </tr> <tr> <td>2</td> <td>25</td> </tr> </tbody> </table> <p>1 – Bidder demonstrated a group booking of a less than 200 people which include conference booking, shuttle, accommodation and air travel. Supporting documents to be provided for previous bookings.</p> <p>2 – Bidder demonstrated a group booking of a minimum of 200 to 500 people which include conference booking, shuttle, accommodation and air travel. Supporting documents to be provided for previous bookings.</p> <p>3 - Bidder demonstrated a group booking of a minimum of 500 and more people which include conference booking, shuttle, accommodation and air travel. Supporting documents to be provided for previous bookings.</p>	Values	Weight points (max)	1	0	2	25	<p>10</p>	<p>In preparing the presentation, the bidders must align their presentation with the requirements as outlined in the terms of reference under the following section:</p> <p>9.5</p> <p>Presentation not aligned with the above section in the terms of reference will lead to the bidder scoring zero for this criteria.</p> <p>The bidder is required to provide proof of all group bookings conducted previously e.g., Purchase Orders or Confirmation letters from previous clients. Presentation without proof will result in the bidder scoring zero.</p>	<p>10</p>
Values	Weight points (max)								
1	0								
2	25								

<p>1.3 COMMUNICATION AND TRAINING REQUIREMENTS Scoring is in the sliding scale of 1 to 2.</p> <table border="1" data-bbox="170 288 667 400"> <thead> <tr> <th>Values</th> <th>Weight points (max)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> </tr> <tr> <td>2</td> <td>25</td> </tr> </tbody> </table> <p>1 – Bidder failed to demonstrate communication method</p> <p>2 – Bidder demonstrated communication method to be used.</p>	Values	Weight points (max)	1	0	2	25	<p>5</p>	<p>In preparing the presentation, the bidders must align their presentation with the requirements as outlined in the terms of reference under the following section:</p> <p>9.8</p> <p>Presentation not aligned with the above section in the terms of reference will lead to the bidder scoring zero for this criteria.</p>	<p>5</p>
Values	Weight points (max)								
1	0								
2	25								
<p>1.4 AFTER-HOURS AND EMERGENCY SERVICES. Scoring is in the sliding scale of 1 to 2.</p> <table border="1" data-bbox="170 679 667 791"> <thead> <tr> <th>Values</th> <th>Weight points (max)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> </tr> <tr> <td>2</td> <td>25</td> </tr> </tbody> </table> <p>1 – Bidder failed to describe how afterhours reservations are handled including discussion of the operating procedure for managing after hour and emergency booking.</p>	Values	Weight points (max)	1	0	2	25	<p>5</p>	<p>In preparing the presentation, the bidders must align their presentation with the requirements as outlined in the terms of reference under the following section:</p> <p>9.7</p>	<p>5</p>
Values	Weight points (max)								
1	0								
2	25								

2 - Bidder described how afterhours reservations are handled including discussion of the operating procedure for managing after hour and emergency booking.		Presentation not aligned with the above section in the terms of reference will lead to the bidder scoring zero for this criterion.							
2. SYSTEM			5						
<p>2.1 Describe how travellers' data privacy interests will be safeguarded Online. Scoring is in the sliding scale of 1 to 2.</p> <table border="1" data-bbox="170 536 667 647"> <thead> <tr> <th>Values</th> <th>Weight points (max)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> </tr> <tr> <td>2</td> <td>25</td> </tr> </tbody> </table> <p>1 Bidder failed to demonstrate how travellers' data and informationsuch as traveller profiles will be safeguarded online. 2 Bidder demonstrated how travellers' data and information suchas traveller profiles will be safeguarded online.</p>	Values	Weight points (max)	1	0	2	25	5	The TMC must be able to demonstrate the system they use to safeguard travellers' information	
Values	Weight points (max)								
1	0								
2	25								

3. OFFICE SUPPORT AND MANAGEMENT									
<p>3.1 ACCOUNT MANAGEMENT AND OFFICE SUPPORT Provide the proposed Account Management structure / organogram, describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service, 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. Scoring is in the sliding scale of 1 to 2.</p> <table border="1"> <thead> <tr> <th>Values</th> <th>Weight points (max)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> </tr> <tr> <td>2</td> <td>25</td> </tr> </tbody> </table> <p>1 The bidder failed to provide presentation in line with the criteria requirements.</p> <p>2 The bidder provided presentation in line with the criteria requirements</p>		Values	Weight points (max)	1	0	2	25	5	<p>In preparing the presentation, the bidders must align their presentation with the requirements as outlined in the terms of reference under the following sections:</p> <p>9.14</p> <p>Presentation not aligned with the above sections in the terms of reference will lead to the bidder-scoring zero for this criterion.</p>
Values	Weight points (max)								
1	0								
2	25								

3.2 COST MANAGEMENT

Bidders describe a detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results and how the TMC will assist the LGSETA to realize cost savings on annual travel spend.

Scoring is in the sliding scale of 1 to 2.

Values	Weight points (max)
1	0
2	5

- 1- Bidder failed to demonstrate a strategic cost saving plan.
- 2- Bidder demonstrated a strategic cost savings plan.

5

In preparing the presentation, the bidders must align their presentation with the requirements as outlined in the terms of reference under the following section:

9.13

Presentation not aligned with the above section in the terms of reference will lead to the bidder scoring zero for this criteria.

4 TECHNOLOGY MANAGEMENT AND REPORTING											
<p>REPORTS</p> <p>5.1 The time it takes the travel management company to provide LGSETA with the reports.</p> <p>Scoring is in the sliding scale of 1 to 3.</p> <table border="1"> <thead> <tr> <th>Values</th> <th>Weight points (max)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> </tr> <tr> <td>2</td> <td>5</td> </tr> <tr> <td>3</td> <td>11</td> </tr> </tbody> </table> <p>1 –Bidder failed to produce the required reports</p> <p>2 - Bidder produced some, but not all required reports</p> <p>3 - Bidder produced all the required reports</p>		Values	Weight points (max)	1	0	2	5	3	11	11	<p>The travel management company must be able to provide reports every month.</p> <p>In preparing the presentation, the bidders must align their presentation with the requirements as outlined in the terms of reference under the following section:</p> <p>9.10 Finance reports</p> <p>Presentation not aligned with the above sections in the terms of reference will lead to the bidder-scoring zero for this criterion.</p>
Values	Weight points (max)										
1	0										
2	5										
3	11										
5. VALUE ADDED SERVICES			5								
<p>Please provide information on any value-added services your company can offer.</p> <p>Scoring is in the sliding scale of 1 to 2.</p> <table border="1"> <thead> <tr> <th>Values</th> <th>Weight points (max)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> </tr> <tr> <td>2</td> <td>5</td> </tr> </tbody> </table> <p>1- Bidder failed to demonstrate a value-added service.</p> <p>2- Bidder demonstrated a value-added service.</p>		Values	Weight points (max)	1	0	2	5	5	<p>In preparing the presentation, the bidders must align their presentation with the requirements as outlined in the terms of reference under the following section:</p> <p>9.12</p>		
Values	Weight points (max)										
1	0										
2	5										

6 REFERENCE LETTER EVALUATION			24						
<p>6.1 The time it takes the travel management company to submit travel quotation when requested to do. (Number of days)</p> <p>Scoring is in the sliding scale of 1 to 2.</p> <table border="1" data-bbox="226 539 734 639"> <thead> <tr> <th>Values</th> <th>Weight points (max)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>6</td> </tr> <tr> <td>2</td> <td>0</td> </tr> </tbody> </table> <ol style="list-style-type: none"> 1. It takes a day or less for the quotation to be received. 2. It takes more than a day for the quotation to be received. <p>At least two of the three letters must indicate a time of a day or less in order for the full point to be allocated.</p>	Values	Weight points (max)	1	6	2	0	6	<p>Minimum of three (3) contactable reference letters from clients where travel management services were provided. The reference letters must be for travel management services rendered within the past 5 years (2017-2022) for a minimum amount of R4 000 000 per letter. Your clients must complete reference letter template on page 19-20 of the LGSETA bid document or if different template is to be used, it must contain same information as on the LGSETA reference letter template. Reference letters not in line with the information on the LGSETA reference letter template will not be considered and will lead to a bidder scoring zero.</p>	
Values	Weight points (max)								
1	6								
2	0								
<p>6.2 The time it takes the travel management company to issue travel voucher to the traveler. (Number of days)</p> <p>Scoring is in the sliding scale of 1 to 2.</p> <table border="1" data-bbox="226 1094 734 1195"> <thead> <tr> <th>Values</th> <th>Weight points (max)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>6</td> </tr> <tr> <td>2</td> <td>0</td> </tr> </tbody> </table> <ol style="list-style-type: none"> 1. It takes a day or less for the travel voucher to be issued. 	Values	Weight points (max)	1	6	2	0	6	<p>The LGSETA reserve a right to call the referees to confirm the content of the reference letters submitted</p>	
Values	Weight points (max)								
1	6								
2	0								

<p>2. It takes more than a day for the travel voucher to be issued.</p> <p>At least two of the three letters must indicate a time of a day or less in order for the full point to be allocated.</p>									
<p>6.3 When accommodation is reserved through travel management company, it always complies with client's requirements (YES or NO rating).</p> <table border="1" data-bbox="224 622 734 718"> <thead> <tr> <th>Values</th> <th>Weight points (max)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>6</td> </tr> <tr> <td>2</td> <td>0</td> </tr> </tbody> </table> <p>Scoring is in the sliding scale of 1 to 2.</p> <ol style="list-style-type: none"> Accommodation reserved always complies with the client's requirements. Accommodation reserved does not always complies with the client's requirements. <p>At least two of the three letters must indicate YES on whether accommodation complies with the client's requirements in order for the full point to be allocated.</p>	Values	Weight points (max)	1	6	2	0	<p>6</p>	<p>Minimum of three (3) contactable reference letters from clients where travel management services were provided.</p> <p>The reference letters must be for travel management services rendered within the past 5 years (2017-2022) for a minimum amount of R4 000 000 per letter.</p> <p>Your clients must complete reference letter template on page 19-20 of the LGSETA bid document or if different template is to be used, it must contain same information as on the LGSETA reference letter template.</p> <p>Reference letters not in line with the information on the LGSETA reference letter template will not be considered and will lead to a bidder scoring zero.</p>	
Values	Weight points (max)								
1	6								
2	0								

<p>6.4 Period it takes the travel management company to respond on the afterhour service request and provide the required service.</p> <p>Scoring is in the sliding scale of 1 to 2.</p> <table border="1" data-bbox="226 328 734 451"> <thead> <tr> <th>Values</th> <th>Weight points (max)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>6</td> </tr> <tr> <td>2</td> <td>0</td> </tr> </tbody> </table>	Values	Weight points (max)	1	6	2	0	6		
Values	Weight points (max)								
1	6								
2	0								
<p>1. It takes travel management company less than an hour to respond on the after-hour service and provide service required.</p> <p>2. It takes travel management company more than an hour to respond on the after-hour service and provide service required.</p> <p>At least two of the three letters must indicate a time of an hour or less in order for the full point to be allocated.</p>		<p>The LGSETA reserve a right to call the referees to confirm the content of the reference letters submitted</p>							

