



enterprise ilembe

ECONOMIC DEVELOPMENT AGENCY

Terms of Reference
For

THE APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR THE PROVISION OF TRAVEL SUPPORT SERVICES FOR A PERIOD OF THREE YEARS

Closing Date: 12 December 2019
Time: 11h00

It is compulsory for bidders to ensure that their proposals are bound or stapled securely together. If the proposal is too thick to be bound or stapled, bidders are allowed to split the document into sections, however, each section must be bound or stapled and must be individually labelled with the name of the bidder. Under NO circumstances will loose submissions be accepted.

It is the intention of Enterprise iLembe to enter into a formal contract with a service provider or consortium to provide the services described herein. These Terms of Reference and the consultant's proposal will form the basis of the contract.

Service Provider Terms of Reference

Section 1: Details

Province:	KwaZulu-Natal
Municipality:	iLembe District Municipality and the local municipalities comprising of KwaDukuza, Mandeni, Maphumulo & Ndwedwe
Contracting Agency:	Enterprise iLembe Economic Development Agency
Project Name:	The Appointment of a Panel of Service Providers for the provision of Travel Support Services for a period of Three Years

Background:

The iLembe District Municipality

The iLembe District Municipality is situated on the east coast of South Africa, in the KwaZulu-Natal Province. iLembe is one of the 11 district municipalities of KwaZulu-Natal province in South Africa and also the smallest District Municipality in the province, with a total population of 606 809. iLembe is located between two of Africa's busiest ports, Durban and Richards Bay, iLembe is therefore well situated not only to local but also international markets. Despite its strategic location, iLembe faces numerous economic challenges such as the high levels of poverty in the rural inland areas, which contrasts with rapid development along its coastal regions. The District has been proactive in trying to develop broad based interventions to facilitate local economic development in response to its challenges of high rates of unemployment and correspondingly high levels of poverty

Enterprise iLembe:

Enterprise iLembe is an economic development agency wholly-owned by the iLembe District Municipality mandated to pursue and facilitate investment, economic development and empowerment in iLembe. The objective of Enterprise iLembe is to improve the competitiveness of the iLembe Region by creating an environment that will enable local business to compete successfully on the international stage.

Section 2: Summary of Brief

A. INTRODUCTION:

The intention of the agency is to appoint a panel of travel agents from within the iLembe Region (i.e. KwaDukuza, Mandeni, Maphumulo and Ndwedwe), the services of whom, will be used on an **adhoc basis, as and when required.**

Please note that appointment to this panel will not guarantee a definite quantum of work.

Enterprise iLembe requires that travel arrangements in respect of its officials, or approved non- Enterprise iLembe officials in the interest of the Agency be made through a Travel Management service provider, with due consideration to the following:

- The travel and accommodation arrangements will only be for persons travelling for official reasons and in the interest of the Agency with prior approval obtained from the superiors.
- The travel management service provider is expected to negotiate government discounts in terms of group bookings
- The most cost effective and practical means of transport and accommodation facilities are to be used at all times. The travel management service provider must clearly demonstrate a reduction in costs by utilising discounted rates and other available incentives optimally.

B. SCOPE OF WORK

- The appointed travel management service provider will be required to coordinate traveling and accommodation arrangements including procurement of venue hire for conference/ workshops packages as and when required by the Agency.
- Bidders must provide proposal to demonstrate their capability on rendering such services effectively and efficiently

C. DELIVERABLES

The appointed travel support service providers will be responsible for the following:

- Facilitate the request for reservation/s with relevant service providers
- Give feedback to users with regard to bookings, necessary changes, suggested alternative routes/service providers, suggested/possible cost savings and other related issues
- Obtain approval from the delegated official to authorize amendments and/or after hours/ emergency bookings

- Issue passports, visas, foreign exchange, traveller's cheques, any other convenient mean of funding available, e-tickets and other essentials needed for traveling
- Timeous submitting of the proof that the required services have been rendered and/or used, so that payment can be arranged by the Agency. Such proof will include linking invoices to the requests submitted and for which order numbers were issued.

D. REQUIREMENTS OF THE BID

There must be personnel available for after hour bookings and support services, should the need arise.

Air Travel:

- Planning, arranging, amending and payment of all air travel bookings.
- Negotiating discounts on standard tariffs for air travel with all available airline companies.
- Negotiating discounted rates and additional incentives for air travel with contracted airlines or credits on accumulated expenditure for air travel with all available airline companies.

Vehicle Rental:

- Planning, arranging, amending and payment of all Vehicle Rentals
- Negotiating discounts on standard tariffs with all available car rental and bus rental companies.

Shuttle services:

- Planning, arranging, booking and amending shuttle service requirements with any contracted company rendering a shuttle and / or chauffeur services.
- Negotiating discounts on standard tariffs with all available suppliers or other concerns.

Accommodation:

- Planning bookings ,amending and paying domestic/international accommodation with any hotel group, private hotel or other available establishment
- Negotiating discounts on standard tariffs with available hotel groups, private hotels or other concerns.

Venue hire for Conference facilities and workshop packages:

- As and when required, the Agency will request the service provider to facilitate the procurement of venue hire for conferences and workshops in various provinces. The service provider will be provided with the specifications clearly stipulating the requirements of the service required by the Agency.

E. GENERAL REQUIREMENTS**Management Reports:**

Management reports regarding expenses per month for each service, inclusive of all savings, must be submitted before the 5th working day of the following month.

Tariff/Discount Adjustments:

The travel agent must furnish notice of imminent tariff adjustments in writing or via e-mail, especially in respect of air travel, accommodation and car rental to ensure continuous negotiations for lower tariffs or higher discounts. Prices inclusive of VAT must be quoted in South African Rands

Subsistence and Travel Policy:

The travel agent must be conversant with the subsistence and travel policy of Enterprise iLembe.

Collection of travel documentation:

Due to financial implications it is to be noted that only in exceptional cases and as mutually agreed between the travel agent and the official who made the booking, may travel documentation especially air tickets, be collected from passenger services at airports or car rental companies. Vouchers must be sent to officials via e-mail or SMS.

F. REPORTING REQUIREMENTS

The Travel Management Company will be compelled to:

- Provide Management reports on detailed expenses per completed month for all transactions processed per account, the number of changes made, all savings achieved and credits due as well as exception reports before the last day of the following month. The reports should be compiled in the format prescribed by Management.
- Ensure confidentiality in respect of all travel arrangements concerning all persons if requested by the Enterprise iLembe.

Time frame:

The duration of appointment will be for a period of THREE (3) years from the date of appointment.

Section 3: Deliverables & Ceiling Costs

PRICING SCHEDULE

Bidders are required to submit a schedule of prices as per the table that follows. Failure to do so may result in your proposal being disqualified. Bidders are allowed to add additional items as deemed necessary. Total Costs/ Service Charges per transaction must be VAT inclusive.

NB: The service fee must be fixed for each transaction and not be based on the percentage of the value of the transaction.

Requirement	Description	Cost per transaction (Vat included) Year 1	Cost per transaction (Vat included) Year 2	Cost per transaction (Vat included) Year 3
Domestic flight bookings	Indicate the total costs to arrange domestic flights			
International flight bookings	Total costs to arrange international bookings (SINGLE SECTOR)			
Car rental service	Indicate the total costs for car rental booking DOMESTIC			
Shuttle services	The total costs to arrange shuttle bookings DOMESTIC			
Domestic Accommodation	Total costs to arrange domestic accommodation			
International accommodation	Total costs to arrange international accommodation			
Documentation	total costs to arrange passport, visas, foreign exchange			
Emergency services	Cost/s for emergency/ 24 hour services			
Cancellation fee	total cost when a transaction for air travel is cancelled			
TOTAL AMOUNT				

Enterprise iLembe will perform price evaluation calculations based on total transaction costs.

NB: The service fee must be fixed for each transaction and not be based on the percentage of the value of the transaction.

Section 4: Implementation Schedule

The appointed Service Provider will be required to prepare a realistic work schedule determining the stages of the work to be done and stating time frames for submission

Reporting

The service provider will work in close co-operation with Enterprise iLembe management. The service provider will be expected to keep financial records and other appropriate records.

Section 5: Requirements Related to this Brief

Submission of Proposals

Failure to submit required registration and compliance documentations as per Annexure List below will result in your proposal being disqualified. Please note that no proposals will be accepted from persons in service of the state.

Please place your completed proposal in a sealed envelope endorsed **“PROPOSAL FOR: THE APPOINTMENT OF A PANEL OF SERVICE PROVIDERS TO PROVIDE TRAVEL SUPPORT SERVICES FOR A PERIOD OF THREE YEARS”** in the Tender Box at Sangweni Tourism Centre, Cnr Link Road & Ballito Drive, Ballito on or before

12 December 2019 at 11h00.

Enterprise iLembe does not bind itself to accept the lowest or any of the proposals received and reserves the right to accept the whole or part of the proposal.

Section 6: Adjudication Criteria

Procurement Policy

Please note that the validity period for this tender is 90 days from date of tender closure.

Proposals will be evaluated in terms of the Procurement Policy of Enterprise iLembe and shall be applied as follows:-

- All proposals received shall firstly be evaluated on functionality and thereafter only those who qualify for the next stage of evaluation will be evaluated in terms of the PPPFA (No.5 of 2000) read together with the 2017 PPPFA Regulations and the 2011 B-BBEE Regulations.

Any proposal that fails to achieve a minimum of 60 points on the functionality evaluation shall not be evaluated further and will be deemed to be non-responsive.

Functionality Evaluation

The functionality evaluation points will be applied as per the table below:-

NB.: Service Providers must demonstrate by submitting documentary proof in relation to the claim of points with respect to the following key competencies/areas:

#	Criteria	Weighting								
1.	Management of Account The bidders proposal provides for - Reconciliation of monthly Account (05) - Explain the manner in which the monthly account will be reconciled (10)	10								
2.	Current Client Base Supply traceable references in both the private AND public sectors <i>(It is compulsory for bidders to provide a table of similar projects undertaken in the format specified below- up to a maximum of 11 years)</i> <table><tr><td>0-1 year</td><td>10</td></tr><tr><td>1 – 5 years</td><td>20</td></tr><tr><td>5 – 10 years</td><td>35</td></tr><tr><td>Above 10 years</td><td>45</td></tr></table>	0-1 year	10	1 – 5 years	20	5 – 10 years	35	Above 10 years	45	45
0-1 year	10									
1 – 5 years	20									
5 – 10 years	35									
Above 10 years	45									

4. Proof IATA Accreditation	5
5. Proposed methodology <ul style="list-style-type: none"> • Ability to provide a comprehensive air travel , car rental services and accommodation service, and demonstrate in-depth knowledge of the industry (e.g. travel options, cost savings value-add services, product knowledge) (15) • Ability to facilitate the procurement of venue hire for conferences and workshops (15) 	30
6. Financial status (turnover) <p>(a) > 10Million 5=Excellent (b) >5Million <10Million 4=Very Good (c) >3Million <5Million 3=Good (d) >1Million <3million 2=Average (e) >Million 1=Poor</p> <p>Please provide the latest Audited financial statements (compulsory)</p>	10
Total	100

In order to be awarded points for the second competency listed above, please submit a list of contactable references for similar projects undertaken by key experts in the following format:

Client Name	Nature of Work Undertaken	Start Date	Date of Completion	Client Contact Person	Tel No.
Add more lines as required					

Only service providers who achieve a total of 60 points for functionality in terms of the above will then be evaluated in terms of the 80/20 points scoring system. Service Providers wishing to claim preferential points must attach B-BBEE certificate.

The 80/20 preference point scoring system will be applied with points allocated as follows:-

- 80 points for the price;
- 20 points for B-BBEE status level

The 20 preference points will be allocated based on B - BBEE status level of contribution and shall be allocated as per table that follows:-

Status Level of Contributor	Preference Points on scorecard (80/20 System)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-contributor	0

REQUIRED ANNEXURES:

1. **Annexure A: Compulsory Information Sheet (see Page 8 below)**
2. **Service Providers Proposal**
3. **Registration details & Compliance**
 - Proof of Residence within the iLembe District Region (i.e. KwaDukuza, Mandeni, Maphumulo or Ndwedwe) is **compulsory**. Acceptable proof of residence for the purposes of this tender includes the following: ORIGINAL Signed Councillor Letter, Utility Bill which clearly indicates the location of the property OR a Signed Lease Agreement.
 - All interested bidders must be registered on the Central Supplier Database for Government. The detailed registration report must be attached to the proposal (along with the Supplier Number and the unique registration reference number). **(Compulsory)**. Please visit <https://secure.csd.gov.za/> to register on the Central Supplier Database
 - All bidders must submit a Valid Tax Clearance Certificate (Compulsory). In line with the latest circular from SARS (South African Revenue Services), bidders can now submit a **UNIQUE PIN** to enable the municipality to verify the bidder's tax compliance status online via E-filing.
 - MBD 1, 4 and 6.1 Forms. **Please note that the MBD 6.1 Forms have been revised. Please ensure that the 2017 MBD 6.1 Forms are submitted. These forms are available upon request via e-mail or on our website www.enterpriseilembe.co.za (Compulsory).** Please

note that the SBD forms will not be accepted.

- Proof of IATA or similar Accreditation **(Compulsory)**
- At least Two(2) Letters of Reference
- If the bidder is required by law to prepare annual financial statements for auditing, their audited annual financial statements for the past three years or since establishment if established during the past three years **(Compulsory)**
- Bank confirmation letter
- Company registration documents showing all active members/ directors/ shareholders/ owners etc.
- Power of Attorney/ Signing authority where applicable
- B-BBEE Verification Certificate (Please attach the approved B-BBEE accreditation certificate if available in order to claim points for this.)

Points to note regarding the B-BBEE Status Level:

- Bidders other than EMEs must submit valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.
- A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.
- Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.

ANNEXURE A – MANDATORY INFORMATION

Name of Company: _____

Contact Person/s: _____

Contact Number/s: _____

E-mail address: _____

Details	Response (Please indicate where the information can be found in your proposal)
Proof of previous experience in both Private and Public Sectors in the format required on page 9 of this document.	
Proposed Methodology	
TOTAL SERVICE CHARGES AS PER THE TABLE REFLECTED IN SECTION 3, PAGE 6 OF THIS DOCUMENT. (PRICING MUST INCLUDE VAT, IF APPLICABLE)	
SERVICE CHARGES YEAR 1	R _____
SERVICE CHARGES YEAR 2	R _____
SERVICE CHARGES YEAR 3	R _____

Above information certified correct:

Signature: _____

Date: _____

NB: By signing this annexure, the bidder accepts the clauses contained within these Terms of Reference.