

**TERMS OF REFERENCE
TRAVEL MANAGEMENT SERVICES 2021/01
BID: BGCMA TMS2021/01
CLOSING DATE: 26th FEBRAUARY 2021, 13:00pm**

1. PURPOSE

The purpose of this document is to call for qualified, reputable and experienced Firm to provide Travel Management Services to the **BREEDE-GOURITZ CATCHMENT MANAGEMENT AGENCY**.

2. BACKGROUND

2.1 The Breede-Gouritz Catchment Management Agency is a 3A Public Entity responsible for the management of Water Resources within the Breede-Gouritz Water Management Area in the Province of the Western Cape. BGCMA has two office, Head office is based in Worcester and Satellite office in George. The current staff compliment is 64, in the near future the Agency is looking at about +80 staff members in total.

A contract that will be entered into between the BGCMA and the service provider will be for a period of 3 years, subject to terms and conditions of the BGCMA.

3. KEY OBJECTIVES

- 3.1** To coordinate and manage all requested travel arrangements for BGCMA.
- 3.2** To develop integrated travel management reports in line with BGCMA's requirements.
- 3.3** To liaise with the appointed BGCMA Travel coordinator.
- 3.4** To provide assistance at any point in time (on a 24/7 basis).
- 3.5** To have a reliable accounting system.

4. SCOPE OF WORK

4.1 The appointed Travel Management Company/Agency will be required to always assist BGCMA officials concerning travel arrangements. Each travel requirement must be dealt with in most applicable cost-effective manner and in line with the National Treasury Travel Policies and Procedures.

4.2 The BGCMA is looking for a travel agency that can assist in meeting the following:

- (a) International airline tickets
- (b) Domestic airline tickets
- (c) Car hire/shuttle
- (d) Domestic accommodation
- (e) International accommodation
- (f) Conference venues

5. DOCUMENTS REQUIRED:

In order to adequately consider any proposals in line with the Supply Chain Management Policy of the organisation, please include the following in the proposal:

- (a) Company profile (including original valid Tax Clearance Certificate, BEE Certificate - not older than three months ; and any other relevant company registration document).
- (b) List of services provided by your company (References)
- (c) All SBD Forms obtainable from BGCMA website: www.breedegouritzcma.co.za
- (d) Service fees
- (e) Company and VAT registration numbers
- (f) Other information deemed necessary

Note: It is the responsibility of each and every company / service provider before submission of their proposal to the BGCMA that their company is registered on the Central Supplier Database of National Treasury (CSD). Failure to comply with the requirement will disqualify any proposal.

5.1 The BGCMA reserves the right to accept or reject any proposal and to annul the selection process and reject all proposals at any time prior to selection, without thereby incurring any liability to proposers/firms.

6. OVERALL REQUIREMENTS

BGCMA's travel requirements for domestic and/or international travel shall be in line with the organizational policy. Amongst other things, the following must be considered:

6.1 Reservation and Ticketing

6.1.1 Travel Management Company/Agency must make sure for every travel request, a quotation should be submitted first before any final confirmation of such a request.

6.1.2 For every duly approved BGCMA Travel request, the Travel Management Company/Agency shall immediately prepare appropriate arrangements and forward confirmations via sms /email to the requestor and traveller.

6.1.3 In the event that travel arrangements cannot be confirmed, Travel Management Company/Agency shall notify BGCMA requestor of the problem and present three (3) alternative routings/quotations for consideration.

6.1.4 For wait-listed bookings, Travel Management Company/Agency shall provide regular feedback to the requestor/traveller on status of the flights.

6.1.5 Travel Management Company/Agency shall promptly issue accurate e-tickets confirmations and detailed itineraries or sms, (in printed and electronic format) showing the accurate status of the airline, car hire and hotel reservations on all segments of the journey; and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustment for any change(s) in flight, schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified or issued to reflect these changes.

6.1.6 Travel Management Company/Agency shall accurately advice BGCMA of e-ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.

6.1.7 Travel Management Company/Agency to advice that all traveling staff has all required travel documents for their journeys before departure (e.g. Immunization, weather issues, health risks, etc).

6.1.8 Travel Management Company/Agency must be reputable and be registered with the required travelling bodies in the country. Affiliated/Accredited.

6.1.9 Travel Management Company/Agency shall only act on travel requests for official travel submitted by BGCMA staff and approved by the Travel Manager/Coordinator.

6.1.10 Negotiating on behalf of BGCMA, corporate discounts with airlines, on accumulated expenditure for air travels with all available airline companies.

6.2 Vehicle Rental

6.2.1 Travel Management /Agency shall do booking vehicles with or without the services of a driver through BGCMA preferred car rental companies and amending any confirmed bookings if necessary.

6.2.2 If an accident, traffic fines, damage or theft occurs, the matter should be reported to the BGCMA Travel Coordinator for further internal procedures to be exercised.

6.3 Accommodation, Conference and Workshops

6.3.1 The Travel Management Company/Agency shall upon request, facilitate the arrangement of venues for conferences, meetings, seminars and training workshops.

6.3.2 The Travel Management Company/Agency to negotiate on behalf of BGCMA, to the maximum extent, possible discount rates, including net rates, for hotel accommodations applicable specifically to reservations for BGCMA.

6.3.3 The Travel Management Agency should ensure that for all the hotel room booking are booked at a government rate.

6.3.4 The Travel Management Company/Agency shall, ensure that all agreed upon conditions by the hotel or the establishment where a BGCMA event is to take place are being met.

6.3.5 The Travel Management Company/Agency will ensure that any other services such as registration of participants, additional equipments, assistants, ancillary staff and transportation of participants will be satisfactorily provided should there be required.

6.3.6 Travel Management Company/Agency to supply BGCMA with 3 quotations or more for all Conference /venue requirements.

6.3.7 BGCMA reserves the right when necessary to approach conference venues direct to leverage better prices.

7.1 Competency and expertise requirements

7.1.1 The Travel Management Company/Agency shall assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the contract with BGCMA. The Travel Management Company/Agency shall assign the relevant personnel according to their technical know-how and reliability.

7.1.2 The Travel Management Company/Agency shall assign a representative experienced in providing corporate travel services to oversee the travel management services provided to the BGCMA and ensure full compliance with all requirements of the contract with BGCMA.

7.1.3 The Travel Management Company's employees shall perform their functions in a highly efficient and professional manner.

7.1.4 The Travel Management Company/Agency shall have adequate capacity to handle BGCMA's travel requirements professionally.

7.2 The following minimum requirement are a must:

7.2.1 Accredited Travel Management Company.

7.2.2 Maintains a good track record in serving international organizations, embassies and multinational corporations; list of corporate clients should be provided.

7.2.3 Employs competent and experience travel consultants, especially in international fares and ticketing, as track record.

7.2.4 Financially stable – latest annual report or audited financial statement to be provided on request by the BGCMA.

7.2.5 Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this TOR (Terms of Reference) .

7.3 24 Hour Service

7.3.1 Personnel from the Travel Management Company must be available on a 24-hour basis including weekends and public holidays, so that as when required, unexpected changes to a travel plan can be made and attend to emergency bookings.

7.4 Meetings

7.4.1 Once a tender has been awarded, BGCMA will request a meeting with the Travel Agency in order to finalise everything. At least twice a year, both parties, BGCMA and the travelling Agency must have meetings to discuss issues that may arise.

7.5 Additional Services

7.5.1 The Travel Management Company/Agency must also assist wherever possible with the booking and payment of bus fares, arrangements where special assistance is required, traveller's cheques, excess baggage, meals etc.

7.6 General Requirements

7.6.1 The following general requirements exist:

7.7 Management Reports

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 must be submitted on or before the 7th day of the following month (This will include weekly reports to be available every Tuesday of the following week). The reports will reflect detail per Account/ per office and for BGCMA as a whole. The submission of the management reports are to be as follows:

Air Travel

- I. Date of Travel.
- II. Passenger's particulars.
- III. Office (Worcester /George office)
- IV. Airline used.

V. Cost relating to airport taxes or excess luggage.

VI. Cost of air travel.

VII. Amount saved as in relation to most expensive standard tariff specific class of travel.

VIII. Percentage saving in relation to most expensive standard tariff in specific class of travel.

IX. Total amount spent per airline used for the specific month.

Accommodation

I. Date and period of an accommodation and hotel name

II. Name of person.

III. Cost of accommodation.

IV. Amount saved as in relation to most expensive standard tariff specific class of travel.

V. Percentage saving in relation to most expensive standard tariff in specific class of accommodation.

VI. Total amount spent per service provider used for the specific month.

Vehicle/Car Rental

I. Date and period of travel.

II. Driver Details-Including Co-driver if so booked.

III. Service provider used.

IV. Total distance/KM used and costs incurred.

V. Amount saved as in relation to most expensive standard tariff specific class of vehicle.

VI. Percentage saving in relation to most expensive standard tariff in specific class of vehicle.

VII. Total amount spent per service provider used for the specific month.

7.7.1. Tariff/Discount Adjustments.

Notices of imminent tariff adjustments, especially in respect of air travels must be made available and distributed within the Organization via email. The travel management Company will be responsible for ensuring continuous negotiations to ensure lower tariffs or higher discounts.

7.7.2. Traveller's Profiles.

The Travel Management Company shall maintain computerized profiles of all travellers, as designated or defined from time to time by BGCMA , setting forth the travellers preferences regarding airlines, hotels, seating and meal requirements, and passport and such other information as is useful to facilitate such travellers travel arrangements.

7.7.3. Saving Targets.

The Travel Management Company must demonstrate by way of history with current clients, the savings targets they will achieve for BGCMA.

8. CONDUCT OF WORK

An internal BGCMA travel coordinator will work with the service provider to be appointed. The service provider will have to develop a methodology that will clearly outline the deliverables, key milestones, and travel management arrangements in consultation with the BGCMA's Travel Coordinator.

9. TERMS AND CONDITIONS

9.1 Travel Management Companies/Agencies.

9.1.1 Only bidders of recognized Travel Management Companies/Agencies, who are official members of the recognized bodies will be accepted.

9.2 Adjustments to Contract.

All discounts against the standard tariffs of, or on accumulated expenditure on airline, car rental, rail and bus companies and any rates, may not be adjusted to the disadvantage of BGCMA within the duration of the contract. Any new airline company, car rental company, etc. will only be included if initiated or accepted by BGCMA.

9.3 Service Fees

Travel Management company/agency must submit their detailed service fee in respect of the following:

A. Air Travel Domestic

Regional
International
Changes
Reissue/Revalidation
Cancellations
Refund Processing
After-Hours Fee

B. Accommodation Domestic

Regional
International
Changes
Cancellations
After-Hours Fee

C. Vehicle/Car Rental Domestic

Regional
International
Changes
Cancellations
After-Hours Fee

D. Conferencing/Workshops Domestic

Regional
International
Changes/Cancellations
After-Hours Fee

E. Additional / Support Services Visas

Insurance
Transfers/Shuttle Services
After-Hours Services
Management Reports
Account Recon
Foreign Exchange
Airport Lounge Bookings

F. Other Services

All the above-mentioned items will not form part of the evaluation during the bid process.

G. An indication must also be given as to whether VAT will be payable on either of these fees.

H. Service fees charged by the Travel Management Company must be billed directly to BGCMA.

A pricing schedule should be submitted on a separate sheet from the technical proposal for ease of evaluation.

9.4 Billing / Payment Method

Original invoices as per the deliverables that substantiate all costs must be provided. The invoices should include the provided order number/after-hours go-ahead by the relevant official(s). Copies or emailed invoices will be accepted but thereafter original invoice must be forwarded before payment has been made.

The invoices are to contain the minimum basic information and additional specific information relating to the indicated service provided:

9.5 Term & Termination of Contract

BGCMA will enter into a three-year term contract with the successful travel management company, which may be reviewed annually for performance evaluation. On Poor performance the Agency has the right to terminate the contract on or before end of the agreed term .The successful service provider is expected to commence one month after appointment for a period of 36 months.

9.6 Service Level Agreement

A Service Level Agreement (SLA) will be drawn up in consultation with the successful bidder and signed by both parties.

10. EVALUATION CRITERIA

The following evaluation method will be used:

After the closing date of the bid invitation, an appointed bid evaluation committee of BGCMA officials and/or possibly other external parties/consultants where necessary will evaluate the proposal of the bidders.

The committee will individually evaluate each of the bid proposals received against the approved criteria as stated below.

-All proposals submitted will be evaluated on three categories:

Ø Functionality (technical content)

Ø Price

Ø B-BBEE Status level of contribution

Bids are evaluated in accordance with the Preferential Procurement Policy Framework Act (PPPFA), using the 90/10 split.

The evaluation of the bids will be conducted in the following 3 stages:

Firstly, the assessment of functionality must be done in terms of the evaluation criteria and the minimum threshold value of 60 points is required to go to the next round. A bid will be disqualified if it fails to meet the minimum threshold for functionality as per the bid invitation.

During phase two and three, only the qualifying bids are evaluated in terms of 90/10 preference points systems, 90 points will be used for price only and the remaining 10 points will be used for B-BBEE Status level of contribution.

For functionality, the following criteria will be applicable, and the maximum value of each criterion is indicated as below:

CRITERIA GUIDELINE FOR CRITERIA APPLICATION WEIGHT

- Qualifications and Accreditation to the recognised travelling agency bodies
- Number of Experience in the particular industry
- Infrastructure
- Capacity.
- Human resources to be used in completing the project successfully and relevant qualifications (CV Required).
- Experience in the industry of the company and staff, client base preferable most of its client to be public entity, current in-house experience, support services, skills transfer, adherence to development of travel industry.
- Ability to perform the tasks assigned.
- Competence
- Track Record
- Describe the ability to meet deadlines, especially on a short-time frame, and have examples of how past tight deadlines have been met successfully.
- Proposed project management approach includes management of account, management report, customer support, and after-hours services.
- Three or more references of similar work undertaken (list names, addresses, telephone numbers, fax numbers and email addresses of businesses of which work has been accomplished and briefly describe the type of service provided to them.
- Methodology and Project Plan
- Proposed methodology
- Management of the project

SCORE Total Points 100

Bidders who score 60 (average) points and above will be considered in phase 2 of the evaluation.

Phase 2

Price will be converted to 90 using the formula prescribed in the 90/10 points system. Regulations, preference points must be awarded to a bidder for attaining the required B-BBEE status level of contribution.

CRITERIA WEIGHT

Price 90

B-BBEE Status Level of Contribution 10

Total 100

11. GENERAL CONDITIONS

The following should be noted by interested parties.

No information concerning the tender or award of the tender may be made available by the bidder to other parties without prior consultation and written approval from BGCMA.

BGCMA reserves the right to terminate the appointment or any part thereof; at any stage of completion should BGCMA decide not to proceed with the project.

ENQUIRIES

For further information, please contact the following people:

1. General Enquiries: Ms. Aureca Jansen ajansen@bgcma.co.za (023) 346 8000 /073 216 4451 & Thomas Tjie ttjie@bgcma.co.za (023) 346 8000/ 076 223 0110