

BID NO: CO/078/06/2023

TENDER FOR COMPREHENSIVE TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF THREE (03) YEARS

PROCUREMENT DOCUMENT

Issue Date: 01 September 2023

Issued by:

South African National Space Agency

The Innovation Hub
Shop 2 Enterprise Building
Mark Shuttleworth Street
Pretoria, South Africa

Closing date: 26 September 2023

Closing time: 11h00

Name of Bidder:
.....
.....

CSD Supplier Number (MA Number)

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PART T1: BIDDING PROCEDURES

T1.1 BID NOTICE AND INVITATION TO BID

You are hereby invited to bid for the requirements of SANSA

BID NUMBER: CO/078/06/2023 CLOSING DATE: 26 September 2023 CLOSING TIME: 11h00

DESCRIPTION: Comprehensive Travel Management Services for a period of three (03) years.

There will be no briefing session for this tender.

The successful bidder will be required to complete and sign a written Contract.

Bid documents must be deposited in the bid box situated in the reception area at SANSA office, Enterprise building, Mark Shuttleworth street, Innovation Hub, Pretoria, 0087 during working hours (08h00-16h30). No bids are to be delivered at any other SANSA office besides the office stipulated on the bid document. Bidders must ensure that they sign the submission register at the reception when delivering their bids and the bid document must be placed in the correct bid box.

THE CLOSING TIME WILL BE AS PER THE CLOCK AT THE SANSA RECEPTION.

Bidders should ensure that bids are delivered timeously to the correct address. If the bid is late, it will not be accepted for consideration. Bidders must advise their couriers/drivers of the instruction above to avoid misplacement of bid responses. SANSA will not be held responsible for the misplacement of bid by bidders/courier/drivers.

- 1. All bids must be submitted on the original forms – (BIDDERS MUST NOT RE-TYPE THE BID DOCUMENT OR CONVERT FROM PDF FORMAT)**
2. This bid is subject to the General Conditions of Contract (GCC) and the special conditions of contract.

Bid Opening Procedure

There will be a public bid opening of the bids received on the **26 September 2023 immediately after the closing time**. The bidders' name and BBBEE status will be read out to those who are present and results will also be published on the SANSA website. The financial offer envelope will not be opened at the public bid opening of the bids as SANSA can only open financial offers of bidders who reach the minimum threshold of **85 points** on functionality evaluation stage. **The bidders' functionality and financial offer envelopes must be clearly marked with the Bid number, Project name and Bidder's name.**

The South African National Space Agency (SANSA) has a mandate, as outlined in the South African National Space Agency Act, 2008 (Act No 36 of 2008), to co-ordinate and integrate national space science and technology programmes and conduct long-term planning and implementation of space-related activities in South Africa, for the benefit of the citizens of South Africa.

SANSA invites bidders to bid for Comprehensive Travel Management Services for a period of three (3) years.

Eligibility Criteria - To bid organisations must have:

1. A fully completed and signed Bid Document.
2. A certified proof of company registrations.
3. Proof of Registration certificates of professional bodies namely: IATA and ASATA.
4. CSD Registration Summary with a tax complaint status.

Please note that failure to comply with the above mandatory submissions requirements will invalidate the bid. The bid will be disqualified and will not be evaluated.

Bid documents are obtainable from the reception area at the physical address mentioned below during working hours or Website (www.sansa.org.za) and the National Treasury e-Tender Portal after **09h00 from Monday, 01 September 2023**.

The physical address for submission of bid documents is **SANSA Corporate Office, Enterprise building, Mark Shuttleworth street, Innovation Hub, Pretoria, 0087**

Queries relating to the issuing of these documents or requesting further clarity on the completion of documentation for this bid must be addressed to the SCM Unit via email to eo-scm@sansa.org.za.

There will be no briefing session

The closing time for receipt of bids is **11h00 on the 26th September 2023**.

Telegraphic, telephonic, fax, e-mail and late bids will not be accepted, and SANSA will not issue bid document through fax or email.

COMPLIANCE WITH PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) ("POPIA")

1. The Constitution guarantees citizens the right to privacy, including the right not to have the privacy of their communications infringed.
2. POPIA aims to promote the protection of privacy through the application of its guiding principles for the processing of personal information in a context-sensitive manner.

Committed to your Privacy

3. SANSa fully comprehends that your personal and company information is valuable to you; your privacy is important to SANSa. SANSa commits to safeguarding and lawfully processing your personal information.

Purpose for Processing your Personal Information

4. SANSa collects, holds, uses and discloses your personal information mainly to provide you with access to its services. SANSa will only process your personal information for a purpose you would reasonably expect, including:
 - Complying with any legal and regulatory requirements such as contract agreements, etc.
 - Confirming, verifying and updating your details.
 - Invoicing or paying you to ensure payment and tax compliance.
5. SANSa may collect your personal information which may include your first name and last name, company name and its registration number, identity numbers, email address, physical or postal address, other contact information, banking details, etc.

Consent to Disclose and Share your Personal Information

6. SANSa may need to share your personal information, with third parties, to provide advice, and/or services. Where SANSa shares your personal information, it will take all reasonable precautions to ensure that the third party will treat your personal information with the same level of protection as required by SANSa.



Request and Access to your Personal Information

7. Should you require further information on this or have any concerns about how your personal information is processed or used, you can contact SANSA's Information Officer: Ms Andiswa Mlisa on popi_paia@sansa.org.za.
8. You can request access to the personal information SANSA has on you at any time. If you think that SANSA has outdated information, you may request to update or correct it. You can also opt-out and request the removal of your personal information at any time. If there are any lawful reasons for requiring SANSA to retain any information, SANSA will advise so.
9. **PLEASE TAKE NOTE** that your personal information is securely hosted on infrastructure / system managed by SANSA. SANSA assures you that your information will not be shared for any marketing or promotional purposes without your consent.
10. SANSA will continue to manage, monitor, refine and develop policies, processes and systems. This will ensure that SANSA takes every practical and reasonable step(s) to ensure data protection, is in line with POPIA.

**THE FOLLOWING PARTICULARS MUST BE FURNISHED
(FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE PARTICULARS BELOW MAY RESULT IN YOUR BID BEING DISQUALIFIED)**

T1.2 BIDDER'S INFORMATION (SBD1)

PART A - INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE SOUTH AFRICAN NATIONAL SPACE AGENCY					
BID NUMBER:	CO/078/06/2023	CLOSING DATE:	26 September 2023	CLOSING TIME:	11:00
DESCRIPTION					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
South African National Space Agency, The Innovation Hub, Shop 2 Enterprise Building, Mark Shuttleworth Street, Pretoria, South Africa					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	SANSA Corporate SCM Department		CONTACT PERSON	SANSA Finance Department	
TELEPHONE NUMBER	012 844 0500		TELEPHONE NUMBER	012 844 0500	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	eo-scm@sansa.org.za		E-MAIL ADDRESS	eo-scm@sansa.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] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		TICK APPLICABLE BOX] <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?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
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QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES ☐ NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? ☐ YES ☐ 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

1. BID SUBMISSION:
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).
2. TAX COMPLIANCE REQUIREMENTS
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 WWW.SARS.GOV.ZA. 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:

.....

Names of Directors of the company

Name	Designation

In case of a consortium/joint venture, full details on the consortium/joint venture members:

Entity Name	AT Registration Number	x Compliance Status submitted (Yes/No)



Name of contracting entity in case of a consortium/joint venture

Entity Name	
Postal address	
Street address	

Contact details of responsible person who will act on behalf of the entity/consortium/joint venture for this bid

Name and Surname	
Telephone number	
Cellular number	
Fax number	
Email address	

Contact details of alternative person who will act on behalf of the person above should he/she not be available

Name and Surname	
Telephone number	
Cellular number	
Fax number	
Email address	

Declaration:

The information supplied in this document is correct and complete to the best of my knowledge and accurately reflect the capability of:

Company Name	
Signature	



Date	
Name	
This bid is signed in my capacity as	



T1.3 CERTIFICATE OF AUTHORITY OF SIGNATORY

Indicate the status of the Bidder by ticking the appropriate box hereunder. The Bidder must complete the certificate set out below for the relevant category.

A Company	B Partnership	C Joint Venture	D Sole Proprietor	E Close Corporation

A. Certificate for Company

I,, chairperson of the board of directors of

....., hereby confirm that by resolution of the board (copy attached) taken on 20..., Mr/Ms acting in the capacity of, was authorised to sign all documents in connection with this bid for and any contract resulting from it on behalf of the company.

As witnesses :

1. Chairman :
2. Date :

B. Certificate for Partnership

We, the undersigned, being the key partners in the business trading as hereby authorise Mr/Mrs ... , acting in the capacity of to sign all documents in connection with this bid and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

NOTE : This certificate is to be completed and signed by all of the key partners upon whom rests the direction of the affairs of the Partnership as a whole



C. Certificate for Joint Venture

We, the undersigned, are submitting this bid offer in Joint Venture and hereby authorise _____ Mr/Mrs _____, authorised signatory of the company, close corporation _____ or _____ partnership, _____, acting in the capacity of lead partner, to sign all documents in connection with this bid and any contract resulting from it on our behalf.

This authorisation is evidenced by the attached power of Professional signed by legally authorised signatories of all the partners to the Joint Venture.

NAME OF FIRM	ADDRESS	AUTHORISING SIGNATURE, NAME & CAPACITY

NOTE : A copy of the Joint Venture Agreement showing clearly the percentage contribution of each partner to the Joint Venture shall be appended to this schedule.

D. Certificate for Sole Proprietor

I, _____ hereby confirm that I am the sole owner of the business _____ trading _____ as _____

As witnesses :

1. _____ Signature : Sole owner : _____
2. _____ Date : _____

E. Certificate for Close Corporation

We, the undersigned, being the key members in the business trading as _____ hereby authorise Mr/Mrs _____



acting in the capacity of , to sign all documents in connection with this bid and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

NOTE: This certificate is to be completed and signed by all of the members upon whom rests the direction of the affairs of the Close Corporation.

T.2 Returnable documents

T2.1 List of returnable documents

Returnable Schedules required for bid evaluation purposes

The Bidder must complete the following returnable schedules as relevant:

- Bidder's Information (SBD1)
- Certificate of Authority of Signatory
- Standard Bidding Document (SBD) 4
- Standard Bidding Document (SBD) 6
- Special Conditions of Contract (SCC)
- General Conditions of Contract (GCC)
- Statement of Compliance to Scope of Work

Other documents required for bid evaluation purposes

The Bidder must submit the following returnable documents:

1. An original or certified copy of the BBBEE Verification Certificate or certified sworn affidavit
2. A fully completed and signed Bid Document.
3. A certified proof of company registrations.
4. Proof of Registration certificates of professional bodies namely: IATA and ASATA.
5. CSD Registration Summary with a tax complaint status.

Returnable Schedules that will be used for bid evaluation purposes and be incorporated into the contract

The Bidder must complete the following returnable documents and submit in a separate sealed envelope (Bidder's name and bid number must be clearly stated on the envelope):

- Pricing Schedule – Annexure A
- Offer portion of Form of Offer and Acceptance



PART T3: STANDARD BIDDING DOCUMENTS (SBD FORMS)

T3.1 BIDDER'S DISCLOSURE (SBD 4)

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

- 2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2.1 If so, furnish particulars:

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

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?

YES/NO

2.3.1 If so, furnish particulars:

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

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 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 consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 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.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 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

² 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.



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.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

T3.2 PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022 (SBD 6.1)

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

- 1.1 The following preference point systems are applicable to all bids:
- A. the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
 - B. the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).
- 1.2 The value of this bid is estimated not to exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 preference point system shall be applicable.
- 1.3 Preference points for this bid shall be awarded for:
- (a) Price; and
 - (b) Specific Goals
- 1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and Specific Goals must not exceed	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;



- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$	or	$Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$	or	$Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmax = Price of highest acceptable tender

4. BID POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for this tender and number of points are indicated as per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Proof of evidence	Maximum Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
51% black owned	CSD report, CIPC registration and ID copies of directors	10	
B-BBEE status level of contributor	BEE certificate/Sworn affidavit	10	
Total Points(Specific Goals)		20	

B-BBEE status level contributor preference points will be allocated based on the table below:

B-BBEE Status Level of Contributor	Number of points
1	10
2	9
3	6
4	5
5	4
6	3
7	2
8	1
Non-compliant contributor	0

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
 - ☐ One-person business/sole propriety
 - ☐ Close corporation
 - ☐ Public Company
 - ☐ Personal Liability Company
 - ☐ (Pty) Limited
 - ☐ Non-Profit Company
 - ☐ State Owned Company
- [TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a



result of having to make less favourable arrangements due to such cancellation;

- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

.....

PRICING DATA C1: PRICING DATA

C1.1 PRICING SCHEDULE (TO BE ENCLOSED SEPARATELY ENVELOPE FROM THE BID DOCUMENT- THE ENVELOPE MUST BE CLEARLY MARKED: COMPANY NAME, BID NAME, NUMBER AND FINANCIAL OFFER)

Pricing Instructions

1. The Bidder must price all items including travel and accommodations relevant to different sites.
2. Rates are to include all costs with no unspecified cost to allow for a fair evaluation.
3. Payment will be made based on the deliverables (proven progress) for the services rendered.
4. Payment will only be made on the basis of invoices provided.
5. Offer to be valid for 120 working days from the bid closing date.
6. Schedule of Prices shall be completed and signed in **black ink**. Corrections must be done by deleting, rewriting and initialling next to the amendment. No correction ink is permitted in the document.
7. All travel arrangements to be done by the service provider.

SANSA requires bidders to propose one pricing model being the transactional fee model.

Transaction Fees

The transaction fee must be a fixed amount per service. 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.

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

- i. National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers;
- ii. No override commissions earned through SANSA reservations will be paid to the TMCs;
- iii. An open book policy will apply and any commissions earned through the SANSA volumes will be reimbursed to SANSA.
- iv. TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

Bidders must indicate the rate (inclusive of disbursements and VAT) that they will charge for all the services over the full period of the contract.

To allow for a standardised price comparison for evaluation purposes, fill in the separate Pricing Schedule in Annexure A on SANSA's website. Please NOTE that this document should be completed in Microsoft Excel as formulas are set up to calculate the final price. The final document should be submitted in printed format in a separate envelope. Please note that Tenderers will be requested to provide quotes each time SANSA requires the services and SANSA will appoint according to the scope of work referred to in part C2. Tenderers are to also note that the "work order/future specific project will not be equivalent to the amount quoted in this pricing schedule, and will be calculated per award of "work order" that falls within the scope of work requested.

C1.2 FORM OF OFFER AND ACCEPTANCE (TO BE ENCLOSED SEPARATELY FROM THE BID DOCUMENT)

Offer

The employer, identified in the acceptance signature block, has solicited offers to enter into a contract for provision of Travel Management Services. The Bidder, identified in the offer signature block, has examined the documents listed in the bid data and addenda thereto as listed in the returnable schedules, and by submitting this offer has accepted the conditions of bid.

By the representative of the Bidder, deemed to be duly authorised, signing this part of this form of offer and acceptance, the Bidder offers to perform all of the obligations and liabilities of the service provider under the contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the conditions of contract identified in the contract data.

THE OFFERED TOTAL OF THE PRICES INCLUSIVE OF VALUE ADDED TAX

.....
.....
.....Rand (in words);

R (in figures)

This offer may be accepted by the employer by signing the acceptance part of this form of offer and acceptance and returning one copy of this document to the Bidder before the end of the period of validity stated in the bid data, whereupon the Bidder becomes the party named as the service provider in the conditions of contract identified in the contract data.



For the Bidder

Name of Bidder (organisation)	
Signature	
Name	
Capacity	
Address of organisation	
Date	

Witness

Name	
Signature of witness	
Date	

Acceptance

By signing this part of this form of offer and acceptance, the employer identified below accepts the Bidder's offer. In consideration thereof, the employer shall pay the service provider the amount due in accordance with the conditions of contract identified in the contract data. Acceptance of the Bidder's offer shall form an agreement between the employer and the Bidder upon the terms and conditions contained in this agreement and in the contract that is the subject of this agreement.

The terms of the contract, are contained in:

- Agreements and contract data, (which includes this agreement)
- Pricing data
- Scope of work

and drawings and documents or parts thereof, which may be incorporated.

The relevant SANSA official (whose details are given in the contract data) shall contact the Bidder to arrange the delivery of any bonds, guarantees, proof of insurance and any other documentation to be provided in terms of the conditions of contract identified in the contract data, such requirements to be delivered within 21 (twenty one) days of the SANSA Official's request for same. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

Notwithstanding anything contained herein, this agreement comes into effect on the date when the Bidder receives one fully completed original copy of this document, including the schedule of deviations (if any). Unless the Bidder (now contractor) within five working days of the date of such receipt notifies the employer in writing of any reason why he cannot accept the contents of this agreement, this agreement shall constitute a binding contract between the parties.

For the Employer

Name of the organisation	
Signature	
Name	
Capacity	
Address of organisation	
Date	

Witness

Name	
Signature of witness	
Date	

TERMS OF REFERENCE

Bid Number	CO/078/06/2023
Date Issued	01 September 2023
Project Name	Comprehensive Travel Management Services for a period of three (03) years
Compulsory Briefing	No Briefing Session
Closing Date	26 September 2023
Closing Time	11:00

The employer's details and address for delivery of bid offers and identification details that are to be shown on each bid.

SANSA Corporate Office
The Innovation Hub
Shop 2 Enterprise Building
Mark Shuttleworth Street
Pretoria, South Africa

Location of bid box: SANSA Corporate Offices at the reception

Email: eo-scm@sansa.org.za

Note: A two (2) envelope system should be used. Please enclose the bid documents and supporting documents in a sealed envelope clearly marked the bid number and the project name. The financial offer (Pricing Schedule and Form of offer and Acceptance) must be put in a separate envelope clearly marked the bid number and "Financial Offer". Bidders must submit one (1) original and two (2) hard copies of the bid document. Only one (1) original copy of the financial offer is required.

PART C2: SCOPE OF WORK

1. INTRODUCTION

The South African National Space Agency (SANSA) is a PFMA Schedule 3(A) public entity which has been established in terms of South African National Space Agency Act, 2008 (Act No 36 of 2008). The South African National Space Agency (SANSA) has a mandate to co-ordinate and integrate national space science and technology programmes and conduct long-term planning and implementation of space-related activities in South Africa, for the benefit of the citizens of South Africa. More information about the organization can be found at <http://www.sansa.org.za>

SANSA is inviting responses to this Request for Proposal (RFP), reference number CO/078/06/2023, in order to appoint a suitably qualified and experienced service provider to provide, Comprehensive Travel Management Services on behalf of SANSA.

Please note that SANSA has programmes located as follows: Head Office and Earth Observation (Pretoria, Gauteng), Space Operations (Hartebeesthoek, Gauteng) and Space Science (Hermanus, Western Cape). **It is a compulsory requirement of this bid that service providers must be able to provide the services to all SANSA programmes.**

2. BACKGROUND

SANSA currently uses a travel management services company (TMC) to manage the travel requisition and travel expense processes within the travel management lifecycle.

SANSA will evaluate the performance of the services on a quarterly basis and reserves the right to terminate the agreement on the basis of unsatisfactory performance and if contract is terminated, the next bidder scored the highest points will be appointed. SANSA is self-insured and the service provider will not buy insurance on behalf of SANSA except for top-up insurance on international travel, where requested by the traveller and approved by SANSA.

SANSA operates from **three main locations, Pretoria (Gauteng), Hartebeesthoek (Krugersdorp District), Hermanus (Western Cape), and the bidder must be willing and able to service all three main locations as well as other operational locations which might approved by SANSA, including attending regular meetings at any of the three locations. The Bidder should also demonstrate experience and knowledge of the three locations mentioned above, and the travel requirements from each of these locations (e.g. nearest airport, car rental companies in the areas, and distance to nearest airport).**

SANSA will enter into a SLA agreement with the successful bidder and will utilise the bidder as the preferred service provider. However, SANSA reserves the right to utilise travel service providers directly should the preferred travel management consultants not be able to provide the service as required or where an external party requires the use of a specific travel service provider.

3. SCOPE OF WORK

SANSA's primary objective in issuing this tender is to enter into an agreement with a successful bidder(s) who will, as the SANSA preferred service provider for travel management services (TMC – Travel Management Consultants), achieve the following:

- a) Provide SANSA with 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 SANSA without any degradation in the services;
- c) Provide sound advice to SANSA travellers that ensure safe, efficient and cost-effective travel in pursuing SANSA's objectives.

3.2. Travel Volumes

The table below details the estimated average number of transactions over a period of twelve months.

Service Category	Estimated Number of Transactions per annum	Estimated Expenditure per annum (R)
Accommodation Domestic and International	894	6 290 368
Air Travel - Domestic & Regional	948	2 166 506
Air Travel - International	612	3 819 731
Car rental	215	684 058
Visa services	14	26 136
Shuttle Services – Domestic & international	914	688 958
Railway /Bus / Ferry	5	6 046
Airport Parking	12	11 976
Customised Reports	149	-
COVID-19 related insurance	178	82 230
Monthly Debtors Account Reconciliation per directorate	58	-
Conferencing & events	41	2 041 830
After hour services	53	-

Please 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. Please note that the Estimated Expenditure includes the TMC service fee.

3.3. Service Requirements

3.3.1. General

The successful bidder (TMC) 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 SANSA, locally and internationally. This will include employees and contractors, consultants, learners, students, board members, business associates and clients where the agreement is that SANSA is responsible for the arrangement and/or cost of travel.
- b. Provide travel management services during normal office hours (Monday to Friday 07h30 – 17h00) and provide after hours and emergency services as stipulated in paragraph 3.3.6.
- c. Familiarisation with current SANSA travel business processes.
- d. Familiarisation with current travel suppliers and negotiated agreements that are in place between SANSA and third parties. Assist with further negotiations for better deals with travel service providers.
- e. Familiarisation with current SANSA Travel Policy, National Treasury Regulations and Instructions 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 an online facility for SANSA to update their travellers' profiles, and easy access (mobile application or similar) for travellers' to access their bookings.
- 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. Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.



- k. Provide the reference letters from at least three (3) contactable existing/recent clients (within past 5 years) which are government entities and of a similar size and service to SANSA.
- l. It is a requirement that the bidder is a member of IATA (International Air Transport Association) and ASATA (Association of South African Travel Agents). Proof of such membership must be submitted with the bid at closing date and time.
- m. The TMC must have a Business Continuity Plan displaying which measures are in place to circumvent business interruptions or discontinuation.
- n. The TMC must be financially stable and be able to manage the cash flow requirements of a bill back system.
- o. The TMC should have at least five (5) years' experience in managing and rendering comprehensive travel management services to other government entities of similar size to SANSA. Provide a table with a minimum of three clients to proof the five (5) years' experience.

3.3.2. **Reservations**

The Travel Management Company will:

- a. Receive travel requests from travellers and/or travel bookers, respond with quotations (confirmations) and availability within one (1) working day (domestic travel) and within two (2) working days (international travel) if request for travel was received before 09h00 on the same day. Under exceptional circumstances the TMC must be able to accommodate urgent travel arrangements. Upon the receipt of the relevant approval (Purchase Order or after-hour approval) of final updated quotes, the travel agent will issue the required e-tickets and vouchers within four (4) hours (domestic) and eight (8) hours (international) and send it to the travel booker and traveller 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 booker.
- c. Appraise 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, while always taking the safety and productivity of the Traveller into account.



- d. Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits. The TMC should provide a reason on the quote where it is not possible to obtain 3 price comparisons.
- e. Book the negotiated discounted fares and rates.
- 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 where required for the duration of the travel.
- h. Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- i. Must be able to facilitate group bookings (e.g. for meetings, conferences, group work activities, catering, events, etc.)
- j. Must 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, vaccination/inoculation requirements at the time of the booking.
- l. Assist with 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 cases include domestic (including regional) and international travel bookings.
- p. Visa applications will not be the responsibility of the TMC unless visa services were requested by the traveller (see paragraph 3.3.8.); however the relevant information must be supplied to the traveller(s) where visas will be required, and any changes to visa requirements from particular countries must be communicated to SANSA.
- q. Negotiated airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by National Treasury or by SANSA are **non-commissionable**, where commissions are earned for SANSA bookings all these commissions should be returned to SANSA on a quarterly basis.



- r. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by SANSA. This includes the safekeeping of traveller's identification and other details.
- s. Timeous submission of proof that services have been satisfactorily delivered (invoices) as per SANSA's instructions.

3.3.3. **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 obtain three (3) or more price comparisons to present the most cost effective and practical routing to the Traveller, taking the productivity of the Traveller into account.
- 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 delivered electronically (SMS, WhatsApp and email format) to the traveller(s) and travel bookers immediately after booking 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 institution 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 news regarding airlines (like baggage policies, checking in arrangements, etc.)
- k. Assist with seating requests and special meals when required and if allowed by SANSA.
- l.



3.3.4. **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 will obtain three (3) 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, office, location or destination of the traveller.
- c. This includes planning, booking, confirming and amending of accommodation with a reputable establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with SANSA's travel policy.
- d. Accommodation vouchers must be issued to all SANSA travellers for accommodation bookings and must be invoiced to SANSA as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- e. The TMC must during their contract 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.
- f. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.
- g. Safety and security standards must be considered and SANSA should be advised accordingly.
- h. The travel agent should be fully aware of geographical locations, and the accommodation they book should be within a reasonable driving distance from where one needs to conduct business or public transport distance in case of international travel.
- i. The travel agent should be able to book both guest house and hotel accommodation, as well as camping sites and self-catering accommodation when it is required and requested by SANSA.

3.3.5. **Car Rental and Shuttle Services**

- a. The TMC will book the approved category vehicle in accordance with the SANSA 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 should be able to work on a bill-back system for car rentals, and should be able to utilise special rates or negotiated car rental rates provided to SANSA.
- d. The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.
- e. For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
- f. The TMC will book transfers in line with the SANSA Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- g. The TMC should manage shuttle companies on behalf of the SANSA and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- h. The TMC should, at all times, take safety and reliability into account when booking shuttle transfers for SANSA.
- i. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.
- j. The TMC must be able to arrange all airport transfers and shuttle services on a rotation basis in such a manner that ongoing competition amongst suppliers is promoted.
- k. The TMC should ensure that the shuttle company's vehicles are roadworthy at all times.
- l. The TMC should ensure that the shuttle company's vehicles are branded and the drivers should have identification from the shuttle company available at all times.

3.3.6. **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 07h30) 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. The TMC should be able to provide a mobile chat function for travellers to contact the TMC after hours from remote locations where phoning is not possible.

3.3.7. **Conference or events /meeting venue hire**

- a. The TMC must be able to locate and book conference/meeting venues in any part of the country.
- b. All conference/meeting related services should be included as per requirements, but not limited to:
 - catering
 - media requirements
 - meeting room facilities
 - audio-visual equipment hire
 - entertainment including live performance
 - accommodation for attendees
 - transport for attendees from and to airport
 - luggage arrangements
- c. SANSA reserves the right to arrange events directly with other service providers if preferred.
- d. Conferencing constitutes the full arrangement of the event including travel bookings of the attendees. This excludes group bookings where only travel arrangements are made such as airfare, transport and accommodation, excluding the arrangements for the event.

3.3.8. **Visa services**

- a. The TMC should be able to provide or contract visa services to travellers on request.
- b. The TMC should provide courier services for the collection and delivery of visa documents from any of the three SANSA offices to the relevant embassies, if required. This includes the delivery of the documents to the official at the embassy and not merely dropping off the documents at the embassy's address.



- c. Advise on visa requirements of the destination countries where layover between flights are imminent.
- d. The TMC should advise on ESTA requirements for visa waivers, where applicable.
- e. SANSA reserves the right to do their own visa applications directly with the embassies if the above-mentioned visa services are not required.

3.4. Communication

- 3.4.1. The TMC may be requested to conduct workshops, meetings and training sessions for Travel Bookers of SANSA at any of the SANSA offices.
- 3.4.2. All enquiries must be investigated and prompt feedback be provided in accordance with the Service Level Agreement.
- 3.4.3. The TMC must ensure sound communication with all stakeholders; linking the business traveller, travel coordinator and Travel Management Company in one smooth continuous workflow.

3.5. Financial Management

- 3.5.1. The TMC must implement the rates negotiated by SANSA with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- 3.5.2. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to SANSA for payment within 2 working days of receiving the invoice from the service provider.
- 3.5.3. Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- 3.5.4. The TMC will be required to offer a 30-day bill-back account facility to institutions. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices SANSA for the services rendered.
- 3.5.5. 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.
- 3.5.6. Consolidate Travel Supplier bill-back invoices.
- 3.5.7. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to SANSA's Financial Department on a weekly basis



(interim statement) and the final consolidated statement at month end. This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report.

3.5.8. Ensure Travel Supplier accounts are settled timeously.

3.6. Technology, Management Information and Reporting

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

3.6.2. All management information and data input must be accurate.

3.6.3. Reports must be accurate and be provided as per SANSA'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).

3.6.4. SANSA may request the TMC to provide additional management reports.

3.6.5. Reports must be available in an electronic format in Microsoft Excel.

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

i. Travel

- a) After hours Report;
- b) Compliments and complaints;
- c) Consultant Productivity Report;
- d) Long term accommodation and car rental;
- e) Extension of business travel to include leisure;
- f) Upgrade of class of travel (air, accommodation and ground transportation);
- g) Bookings outside Travel Policy.

ii. Finance

- a) Reconciliation of commissions/rebates or any volume driven incentives;
- b) Creditor's ageing report;
- c) Creditor's summary payments;
- d) Daily invoices;



- e) ;
- f) No-show report;
- g) Cancellation report;
- h) Receipt delivery report;
- i) ;
- j) Refund Log;
- k) Open voucher report, and
- l) Open Age Invoice Analysis.
- m) Report and detail for changes in bookings
- n) Detailed discount received report
- o) Cost containment report displaying cost savings and late bookings

3.6.7. 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.

3.7. Account Management

- 3.7.1. An Account Management structure should be put in place to respond to the needs and requirements of SANSA and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- 3.7.2. The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the SANSA's account.
- 3.7.3. The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.
- 3.7.4. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 3.7.5. Ensure that the SANSA's Travel Policy is enforced.
- 3.7.6. The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- 3.7.7. Ensure that workshops/training are provided to Travellers and/or Travel Bookers
- 3.7.8. During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

3.8. Other Required Services

The TMC must be able provide the following services:

- 3.8.1. 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;
- k. Supplier updates;
- l. Safety and security alerts and information.

- 3.8.2. Electronic voucher retrieval via web and smart phones, a mobile application is preferable;
- 3.8.3. SMS notifications for travel confirmations;
- 3.8.4. Travel audits;
- 3.8.5. Global Travel Risk Management;

3.9. Cost Management

- 3.9.1. The National Treasury cost containment initiative and the SANSA's Travel Policy is establishing a basis for a cost savings culture.
- 3.9.2. 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.
- 3.9.3. 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.
- 3.9.4. 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 SANSA'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.

3.10. Quarterly and Annual Travel Reviews

3.10.1. Quarterly reviews are required to be presented by the Travel Management Company on all SANSA travel activity in the previous three-month period. These reviews are comprehensive and presented to SANSA's Travel Project Manager as part of the performance management reviews based on the service levels.

3.10.2. Bi-annual Reviews are required to be presented to SANSA's Senior Executives.

These Travel Reviews will include without limitation the following information:

1. Savings on airline bookings
2. Number of no shows and value of wasteful expenditure
3. Orders received outside of the required lieu time as per the SANSA travel policy
4. Information on cost containment:
 - i. More than three employees travelling on the same engagement
 - ii. Air travel arrangements for departments and constitutional institutions: details of business class tickets and economy class tickets
 - iii. The utilisation of corporate miles earned through loyalty programmes to acquire airline tickets
 - iv. Domestic accommodation bookings compared to the approved National Treasury rates
 - v. Vehicle hire (car rental) bookings compared to the approved rates and vehicle classes as per National Treasury regulations
 - vi. Booking of conferences for employees to attend compared to the cost containment measures of National Treasury
 - vii. Bookings for the hosting of conferences compared to the cost containment measures of National Treasury

3.11. Office Management

The TMC should ensure high quality service to be delivered at all times to the SANSA's travellers. The TMC is required to provide SANSA with 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)
- i. The TMC is required to have a call centre which would redirect calls from one TMC branch/unit to another to provide continued support to SANSA at all times.

3.12. Requirements

- 3.12.1. Proof of Registration with IATA and ASATA
- 3.12.2. SANSA requires at least three competitive quotes for all required services.
- 3.12.3. After hours' services must be available on a 24-hour fully operational basis.
- 3.12.4. Must allocate a dedicated travel consultant to SANSA's Business areas namely Corporate, Earth Observation, Space Operations and Space Science located in Pretoria (Gauteng), Hartebeesthoek (Krugersdorp district) and Hermanus (Western Cape). TMC must demonstrate within the proposal how they will ensure that all three locations receive the required support at the same standard at all times. The allocation of consultants should be done according to the volumes with ongoing monitoring by both the SANSA Project Manager and TMC Business Manager.
- 3.12.5. Bookings should be done in line with the SANSA policies which will be provided to the successful bidder.
- 3.12.6. Travel Agent must confirm reservation via SMS and/or email within a period of no longer than one hour of making the reservation.
- 3.12.7. Travel Agent must have a successful track record with at least five (5) years' consecutive operational experience in rendering a comprehensive travel service.
- 3.12.8. Business Continuity Plan. The plan should include but not be limited to information regarding the following areas:
 - i. Backup personnel for travel consultants and afterhours service
 - ii. Availability of cash flow to make upfront payment on bookings where required
 - iii. Continuation of service to SANSA in the case of business interruption due to system failure for example
 - iv. Sustainability of the TMC

4. Meetings

The successful service provider(s) must make themselves available for regular progress meetings (at any of the specified business areas mentioned above) which may be held monthly or as per agreement reached at the inception meeting by both parties.

5. Accountability

The service provider will be accountable to and will work under the direction of the Contract Manager/Project Manager who will be responsible in the performance of duties:

SANSA Executive	Brighton Jena
SANSA Contract Manager	Brighton Jena
SANSA Project Manager	Leonie Engelbrecht

6. Institutional arrangements

The Team Leader is responsible to ensure that the following forums, workgroups, and/or committees are established for the project and are engaged at appropriate stages within the project as agreed with SANSA Contract Manager. The function of such a group will be to provide strategic and expert input as appropriate.

6.1 Project Steering Committee

Composition:

SANSA Staff: 2 members

Role & Responsibility:

- To review the deliverables set down in section 3
- To provide strategic oversight to the work of the service provider
- To monitor progress on daily issues.

7. Timeframe

The contract is valid for three years from date of appointment/finalisation of contract.

PART C3: EVALUATION CRITERIA

SANSA promotes the concept of “best value” in the award of contracts, as opposed to merely looking for the cheapest price, which does not necessarily provide the best value. Best value incorporates the expertise, experience and technical proposal of the organisation and individuals who will be providing the service and the organisational capacity supporting the project team.

SANSA is committed to achieving the government's transformation objectives in terms of the Preferential Procurement Policy Framework Act.

The value of this bid is estimated to not exceed R50 000 000.00 and therefore the **80/20** system shall be applicable.

The procedure for the evaluation of responsive tenders is Price, functionality (quality) and Preference method. The evaluation of the bids will be conducted in the following two stages:

- Firstly, the assessment of quality will be done in terms of the evaluation criteria (Table 1) and the minimum threshold of **85** points explained below. A bid will be disqualified if it fails to meet the minimum threshold for functionality as per the bid invitation
- Thereafter, only the qualifying bids are evaluated in terms of the 80/20 preference points systems, where the 80 points will be used for price only and the 20 points will be awarded to a bidder for attaining specific goals in accordance with the Table below

Preference

Specific goals for this tender and number of points are indicated as per the table 1 below. Proof of the specific goals below must be attached and submitted with the bid document in order to qualify for the preference points (specific goals).

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this Tender	Proof of evidence	Maximum Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
51% black owned	CSD report, CIPC registration and ID copies of directors	10	
BEE status level of contributor	BEE certificate/Sworn affidavit	10	
Total Points (Specific Goals)		20	

Points will be awarded to a bidder for attaining the B-BBEE status level of contributor in accordance with the Table below

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	10
2	9
3	6
4	5
5	4
6	3
7	2
8	1
Non-compliant contributor	0

Functionality/Quality:

Scores will be tabulated to 100 points. Respondents must score **85 points** and above to be assessed on their financial offer and preference score.

The allocation of points for the evaluation of quality is set out in the table below:

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	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	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	Page 17 to 20	Bidder to summarise the motivation of compliance, partial compliance or non-compliance to the requirement.
-----	--	---------------	--

RATING SCALE THAT BEC MEMBERS WILL USE

Rating	Definition	Score
Excellent	Exceeds 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.	5
Good	Satisfies the requirement with minor additional benefits . 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.	4
Acceptable	Satisfies 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.	3
Minor Reservations	Satisfies the requirement with minor reservations . Some minor reservations of the supplier's relevant ability, understanding, experience, skills, and resource and quality measures required to provide the goods / services, with little or no supporting evidence.	2
Serious Reservations	Satisfies the requirement with major reservations . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, and resource and quality measures required to provide the goods / services, with little or no supporting evidence.	1
Unacceptable	Does not meet the requirement . 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.	0

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.

TABLE 1

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDER'S PROPOSAL (PLEASE INDICATE)	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
MINIMUM THRESHOLD		85			
1	GENERAL	25	SECTION 3.3.1		
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	Section 3.3.1 (j)		
1.2	Provide the reference letters from at least three (3) contactable existing/recent clients (within past 5 years) which are government entities of a similar size to SANSA whom we may contact for references. The letter must include: company/entity name, contact name, address,	5	Section 3.3.1 (k)		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDER'S PROPOSAL (PLEASE INDICATE)	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	phone number, and duration of contract, value of the travel expenditure, a brief description of the services that you provided and the level of satisfaction.				
1.3	<p>Tenderer's experience</p> <p>Provide a table with the period, contract value and name of client to proof a minimum of five years' experience as a travel management company.</p> <p>The TMC should have at least five (5) years' experience in managing and rendering comprehensive travel management services to government entities of similar size to SANSA.</p>	5	Section 3.3.1 (0)		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDER'S PROPOSAL (PLEASE INDICATE)	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
1.4	<p>Provide business continuity plan.</p> <p>The TMC must have a comprehensive Business Continuity Plan displaying which measures are in place to circumvent business interruptions or discontinuation, with regards to for example back-up consultants, internet connectivity and office infrastructure.</p>	5	Section 3.3.1 (m)		
1.5	<p>Audit report of the past three financial years, displaying financial stability of the company. Please complete the declaration in Annexure B.</p>	5	Section 3.3.1 (n)		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
2	RESERVATIONS	30	SECTION 3.3.2 TO 3.3.6		
2.1	<p>Manage all reservations/ bookings.</p> <p>Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); car rental; flights etc., by means of a <u>detailed workflow chart</u></p>	5	<p>Section 3.3.2</p> <p>Section 3.3.3</p> <p>Section 3.3.4</p> <p>Section 3.3.5</p> <p>Section 3.3.6</p>		
	<p>Please provide an <u>example of a detailed complex itinerary confirmation</u> that includes air, car, hotel, passport requirement, confirmation numbers and additional proof of competency.</p>	5	<p>Section 3.3.2</p> <p>Section 3.3.3</p> <p>Section 3.3.4</p> <p>Section 3.3.5</p> <p>Section 3.3.6</p>		
	<p>Please provide an explanation of the refund process of air tickets, and <u>how unused non-refundable airline tickets are managed</u>, your ability to secure <u>special airline services</u> for travellers including preferred seating, waitlist clearance, special meals, travellers with</p>	3	<p>Section 3.3.2</p> <p>Section 3.3.3</p> <p>Section 3.3.4</p> <p>Section 3.3.5</p> <p>Section 3.3.6</p>		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	disabilities, etc.				
2.2	<p>Manage group bookings.</p> <p>Describe your capabilities for handling group bookings (e.g. for meetings, conferences, events etc.). This should include but not be limited to: travel coordinator chaperoning groups, group booking discounts, bus services, accommodation arrangements, air travel arrangements.</p>	5	<p>Section 3.3.2 (i)</p> <p>Section 3.3.7</p>		
2.3	<p>Directly negotiated rates</p> <p>Negotiated airline fares, accommodation establishment rates, car rental rates, etc., that are negotiated directly or established by National Treasury or by SANSA are non-commissionable,</p>	5	Section 3.3.2 (q)		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	<p>where commissions are earned for SANSA bookings, all these commissions should be returned to SANSA on a quarterly basis.</p> <p>Describe how these specific rates will be secured. Describe any automated tools that will be used to assist with maintenance and processing of the said negotiated rates.</p>				
2.4	<p>After-hours and emergency services</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/ Standard Operating Procedure of your after-hour support to address all the requirements in the scope of work.</p> <p>For example:</p> <ul style="list-style-type: none"> - how it is accessed by Travellers, - Where it is located, centralized/ regionalised, in-country 	5	Section 3.3.6		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	(owned)/ outsourced etc. - is it available 24/7/365 - Reminders to SANSA to process purchase orders within 24 hours - Chat Function to enable travellers to connect with after-hours services				
2.	Visa Services Describe how visa services as required in scope of work (including couriering of visa documents) will be offered by means of a <u>detailed workflow chart.</u>	2	Section 3.3.8		
3	COMMUNICATION	5	SECTION 3.4		
3.1	Describe how you will ensure that travel bookers are informed of the travel booking processes, by means of workshops, training sessions, meetings, etc.. Describe your communication	5	Section 3.4		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	process where the traveller, travel co-ordinator/booker and travel management company will be linked in one smooth continuous <u>operational workflow</u> .				
4	FINANCIAL MANAGEMENT	5	SECTION 3.5		
4.1	<p>Describe how you will implement the <u>negotiated rates and maximum allowable rates</u> established either by the SANSA or the National Treasury.</p> <p>Describe how you will manage the <u>30-day bill-back account facility</u>.</p> <p>Describe how <u>pre-payments</u> will be handled where it is required for smaller Bed & Breakfast /Guest House facilities.</p> <p>Describe how <u>invoicing</u> will be handled, including the process of rectifying discrepancies between purchase orders and invoices, supporting documentation, reconciliation of</p>	5	Section 3.5		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	transactions and the timely provision of invoices to SANSA.				
5	TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING	5	SECTION 3.6		
5.1	<p>Describe how travel consultants <u>access and book web airfares</u> i.e. non-GDS inventories (low cost carriers/ consolidators), and hotel web rates.</p> <p>Describe how you will <u>manage data and management information</u> such as traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour, transaction level data, etc. (refer to the detail in Section 3.6.6)</p> <p>Give actual examples of <u>standard reports</u> that you currently have available. Give an indication if reports can be customised.</p> <p>Provide a description of</p>	5	Section 3.6		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	all <u>technology</u> and <u>reporting</u> products proposed for SANSA.				
6	ACCOUNT MANAGEMENT	5	SECTION 3.7		
6.1	<p>Provide the proposed Account Management structure / organogram.</p> <p>Describe what <u>quality control</u> procedures/ processes you have in place to ensure that your clients receive consistent quality service.</p> <p>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.</p> <p>What is in place to ensure that the SANSA's travel Policy is enforced?</p>	5	<p>Section 3.7.1 and 3.7.2</p> <p>Section 3.7.3</p> <p>Section 3.7.4</p> <p>Section 3.7.5</p> <p>Section 3.7.6</p> <p>Section 3.7.7</p>		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	<p>How will you manage the service levels in the SLA and how will you go about doing customer satisfaction surveys?</p> <p>Indicate what workshops/training will be provided to Travellers and /or Travel Bookers.</p>				
7	OTHER REQUIRED SERVICES	5	SECTION 3.8		
7.1	Please provide information on the other required services listed in the tender document, as well as any additional services you have.	5	Section 3.8		
8	COST MANAGEMENT	5	SECTION 3.9		
8.1	<p>Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results?</p> <p>Describe how you will assist the SANSA to realise cost savings on annual travel spend.</p>	5	Section 3.9		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
9	QUARTERLY AND ANNUAL TRAVEL REVIEWS	5	SECTION 3.10		
9.1	Provide a sample of a Quarterly and bi-annual review used for performance management during the life cycle of the contract.	5	Section 3.10		
10	OFFICE MANAGEMENT	10	SECTION 3.11		
10.1	Provide an overview of your back-office processes detailing the degree of automation for air tickets workflow, ground arrangements and bill back workflow. Describe roles and responsibilities of assigned staff. Please provide the management hierarchy. Describe type of training provided to travel agency personnel.	5	Section 3.11		
10.2	Describe the forecasting system employed to staff operations in response to volume changes owing to conferences, project-related volumes, etc.	5	Section 3.11 (i)		



#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION				TO BE COMPLETED BY THE BIDDER	
	<p>Describe how all three SANSA locations will be adequately serviced ensuring that all of SANSA receive the same service at all times.</p> <p>Availability of call center</p> <p>The TMC is required to have a call centre which would redirect calls from one TMC branch/unit to another to provide continued support to SANSA at all times.</p> <p>Provide information and workflow to meet this requirement.</p>				

SANSA PREMISES

SANSA HEAD OFFICE AND EARTH OBSERVATION OFFICES: Enterprise Building, Mark Shuttleworth Street, Innovation Hub, Pretoria

SANSA SPACE OPERATIONS OFFICES: Farm 502JQ, Hartebeesthoek, District of Krugersdorp

SANSA SPACE SCIENCE OFFICES: Hospital Street, Hermanus, Western Cape



Signed

Date

Position

.....

Name

.....

Bidder

.....

PART C4: AGREEMENTS AND CONTRACT DATA

C4.1: SPECIAL CONDITIONS OF CONTRACT (SCC)

1. INTERPRETATIONS

The heading of the clauses in this Agreement are for the purpose of convenience and reference only and shall not be used in the interpretation of nor modify nor amplify the terms of this Agreement, nor any clause hereof, unless a contrary intention clearly appears: -

Words importing: -

- 1.1.1 Any one gender include the other two genders;
- 1.1.2 The singular include the plural and vice versa; and
- 1.1.3 Natural persons include created entities (corporate or unincorporated) and the state and vice versa;

- 1.2. The following terms shall have the meanings assigned to them hereunder and cognate expressions shall have corresponding meanings, namely: -

- | | |
|-----------------------------------|---|
| 1.2.1. "Agreement" | Means these Special Conditions of Contract and where indicated by the context, includes the General Conditions of Contract and Tender, including all annexures and schedules thereto; |
| 1.2.2. "Award Date" | Means the date of award of the Tender; |
| 1.2.3. "Commencement Date" | Means the Award Date; |
| 1.2.4. "Confidential Information" | Refers to trade, commercial, financial and management secrets, as well as any other proprietary information howsoever such confidential information may be disclosed or made available to the |

Recipient including, without limiting the foregoing, whether direct or indirect, orally, visually or in electronic format or by reason of inspection of documentation or by reason of access to SANSA's premises;

1.2.5. "Contract Period"

Means the period commencing on the Commencement Date and terminating after three (3) years from date of appointment;

1.2.6. "Contract Price"

Refers to the total amount to be paid in terms of this Tender for the Services, calculated in accordance with and as detailed in the Pricing Schedule. This amount is a fully inclusive price, and includes *inter alia* all local and international taxes, VAT, import duties, tariffs, insurance, carriage and freight costs (where applicable);

1.2.7. "Damage"

Refers to direct damages and any damages occasioned as a result of gross negligence and willful default, but excludes loss of revenue or profits or other indirect or consequential damages therefrom;

1.2.8. "Employees"

Means the permanent and/or casual and/or part-time employees of the Tenderer employed or otherwise retained by the Tenderer under and in terms of this Agreement, the names and designations of which will be provided to SANSA upon request;

1.2.9. "Good Industry Practice"

Means established practices, norms and standards in relation to the Services, using standards, practices, methods and procedures conforming to applicable

1.2.10. "Intellectual Property"

law and exercising the requisite degree of skill, care, diligence, prudence and foresight that would reasonably and ordinarily be expected from a skilled and experienced person engaged in a similar undertaking under similar circumstances; Means all intellectual property rights related to the Assets or Businesses of either Party to this Agreement, as they are now or may in future exist or be conducted, including without limitation:

- (a) any and all rights, privileges and priorities arising under the laws or treaties of the Republic of South Africa, any territory or possession thereof, any other country or political subdivision or territory thereof, relating to intellectual property, including patents, copyrights, trade names, trademarks, service marks, mask works, trade secrets, inventions, databases, names and logos, trade dress technology, know-how, and other proprietary information and licenses from third persons granting the right to use any of the foregoing, including all registrations and applications for any of the foregoing that have been issued by or filed with the appropriate authorities, any common-law rights arising from the use of the foregoing, any rights commonly known as "industrial property rights" or the "moral rights" of



authors relating to the foregoing, all rights of renewal, continuations, divisions, extensions and the like regarding the foregoing and all claims, causes of action, or other rights arising out of or relating to any actual or threatened infringement by any person relating to the foregoing;

- (b) all computer applications, programs and other software, including without limitation operating software, network software, firmware, middleware, and design software, all design tools, systems documentation and instructions, databases, and related items except to the extent that they may be more specifically addressed in this Agreement; and
- (c) all cost information, sales and pricing data, customer prospect lists, supplier records, customer and supplier lists, customer and vendor data, correspondence and lists, product literature, artwork, design, development and manufacturing files, vendor and customer drawings, formulations and specifications, quality records and reports and other books, records, studies, surveys, reports, plans and documents

1.2.11. "Key Personnel"

means the employees of each Party who

have been appointed to act as the representatives of that Party, as detailed in Clause **Error! Reference source not found.** below;

1.2.12. "Law"

means the common law, Constitution of the Republic of South Africa 1996, any applicable statute, proclamation, regulation, rule, notice, judgment or order and any interpretation of any of them by any Court or applicable tribunal, AND any applicable guidance, direction, code of practice or other determination to which SANSA and/or the Tenderer is bound;

1.2.13. "Liability"

Means any legal or equitable obligation, debt, or duty to any person, including, but not limited to (i) obligations pursuant to any Government treaty or imposed by any judgment by a court or other body of competent jurisdiction, (ii) administrative costs, (iii) litigation costs, including, but not limited to, Professional fees on an Professional and own client scale, (iv) obligations that are the result of an accident or environmental incident, and (v) settlement payments;

1.2.14. "Party" or "Parties"

Means collectively the parties to this Agreement being SANSA and the Tenderer;

1.2.15. "Personnel"

Of a Party includes employees, agents, consultants, subcontractors, and other representatives of the Party, or personnel determined by the Parties from time to time to render the Services agreed hereto;

1.2.16. "Premises"

means the SANSA premises where the Services are to be rendered by the

Tenderer as indicated by the Tenderer in Part C3 above;

1.2.17. "Pricing Schedule"

Means the schedule detailing breakdown of the method of calculation of the rates and disbursements applicable for the Services for the Contract Period, to be completed by the Tenderer at Part C1.2 of the Pricing Data subject to the Pricing Instructions and as provided for in Clause 0 below;

1.2.18. "Responsible Authority"

Means a Municipality, any ministry of the National Government of South Africa, any organ of state, any official in public administration or other governmental or regulatory department, commission, institution, entity, service utility, board, agency, instrumentality or authority (in each case, whether national, provincial or municipal) or any court, each having jurisdiction over the matter in question;

1.2.19. "SANSa"

Means the South African National Space Agency, a juristic person established in terms of the South African National Space Agency Act 36 of 2008;

1.2.20. "Services"

Means the service as provided for in clause **Error! Reference source not found.** below and listed in Part C 2 above;

1.2.21. "Tender"

Means this Tender, Tender No. CO/078/06/2023 for the **Travel Management Services** and

1.2.22. "Tenderer"

Means the person, natural or juristic, who has submitted an offer in response to this Tender whose details are specified on Bidder's Information, Part T1.2 above, and who is represented herein by the person authorized as the signatory in terms of the Certificate of Authority for

Signatory;

- 1.2.23. "Tenderer's Bank Account" Means the current bank account registered in the name of the Tenderer, the details of which are specified on the Bidder's Information, Part T1.2 above; and
- 1.2.24. "Tender Submission" Means the Tenderer's tender submission in respect of the Tender.
- 1.3. Any reference in this Agreement to "date of signature hereof" shall be read as meaning a reference to the date of the last signature of this Agreement;
- 1.4. Any reference to an enactment is to that enactment as at the date of signature hereof and as amended or re-enacted from time to time;
- 1.5. When any number of days is prescribed in this Agreement, same shall be reckoned exclusively of the first and inclusively of the last day unless the last day falls on a Saturday, Sunday or public holiday, in which case the last day shall be the next succeeding day which is not a Saturday, Sunday or public holiday;
- 1.6. When figures are referred to in numerals and in words, if there is any conflict between the two, the words shall prevail;
- 1.7. Expressions defined in this Agreement shall bear the same meanings in schedules or annexures to this Agreement which do not themselves contain their own definitions; and
- 1.8. Where any term is defined within the context of any particular clause in this Agreement, the term so defined, unless it is clear from the clause in question that the term so defined has limited application to the relevant clause, shall bear the meanings ascribed to it for all purposes in terms of this Agreement, notwithstanding that, that term has not been defined in this interpretation clause.

PRECEDENCE In the event of any conflicts:

- a. Between the Tender and the Tender Submission, the provisions of the Tender shall take preference and shall supersede the provisions of the Tender Submission;
- b. Between the General Conditions of Contract and/or the Tender Submission on the one hand, and this Agreement on the other hand, the provisions of this Agreement take preference and shall supersede the provisions of the General Conditions of Contract and/or the Tender Submission, as the case may be.

SERVICES

- a. The Tenderer agrees that upon appointment to perform the Services, it shall do so upon



the terms and conditions set out below, as from the Commencement Date for the Contract Period, in exchange for the amounts as determined in accordance with the Pricing Schedule.

- b. For the purpose of this Agreement, the Services being the subject hereof shall be those specifically listed in this Clause **Error! Reference source not found.** and Part C 2 above that the Tenderer has undertaken to render;
- c. Strictly in accordance with and in a manner and to an extent not in conflict with any express obligation or standard provided for in this Agreement, or where there is no express obligation or standard imposed in terms of this Agreement, in a manner consistent with Good Industry Practice;
- d. At its (the Tenderer's) own cost;
- e. In accordance with the designated areas in the Premises as determined, where relevant, by SANSA's Key Personnel in writing from time to time;
- f. In a manner that is not likely to be injurious to health or to cause damage to property; and
- g. In compliance with all Law, and shall be obliged to apply for and maintain, throughout the currency of this Agreement, such permits, consents, trading licenses, authorities and work permits as may from time to time be prescribed or required by Law for the purpose of enabling the Tenderer to render the Services lawfully.
- h. The Tenderer shall not be relieved of any obligation, responsibility or liability under this Agreement by the appointment of a sub-contractor to carry out any of its obligations in terms of this Agreement, in which case the Tenderer shall remain liable to ensure that the sub-contractor complies with this Agreement.

PAYMENTS AND FEES



- a. It is recorded that the consideration payable to the Tenderer by SANSA for the Services shall be calculated in accordance with the Pricing Schedule.
- b. For the purposes of calculating and verifying the amount due and payable in terms of this Clause, the rendering of all Services are to be monitored by the SANSA's Key Personnel.
- c. The Tenderer shall deliver a VAT invoice of amounts due and payable by SANSA in terms of this Agreement, to SANSA's Key Personnel at its domicilium.
- d. SANSA shall be obliged to settle the amount due by direct deposit into the Tenderer's Bank Account within 30 (thirty) days of receipt of the invoice.
- e. The Tenderer shall not be entitled to receive payment of any other consideration other than as specified in terms of this Clause and the Pricing Schedule.
- f. No other amounts for fees or disbursements other than reflected here may be claimed by a Tenderer.
- g. The Tenderer shall not be permitted to deviate from the specified fees in its Tender submission for the duration of the appointment on the panel.
- h.

DURATION

This Agreement shall commence on the Commencement Date and shall remain in force for the Contract Period on the terms and conditions of this Agreement. The contract shall terminate immediately after the expiry date of the contract unless the contract has been extended by SANSA before the expiry of the contract. If no extension done before expiry date, both parties agree that the contract expiry date as per the contract is the termination date.

CO-OPERATION



- a. Each party shall co-operate fully with the other party and supply any information and support required to fulfil its obligations in terms of this and related matters.
- b. The Parties shall be responsible for coordinating and engaging with each other, as appropriate and necessary, for the completion of the tasks designated pursuant to this Tender.
- c. The Parties shall provide timely access to data to accomplish activities under this Tender.
- d. The Parties agree that Services shall be rendered according to Good Industry Practice
- e. Each party shall co-operate fully with the other party and supply any information and support required to fulfil its obligations in terms of this and related matters.
- f. The Parties shall be responsible for coordinating and engaging with each other, as appropriate and necessary, for the completion of the tasks designated pursuant to this Tender.
- g. The Parties shall provide timely access to data to accomplish activities under this Tender.
- h. The Parties agree that Services shall be rendered according to Good Industry Practice.

EMPLOYEE REQUIREMENTS

- a. The Tenderer will employ Employees to render the Services in terms of this Tender. Such employees will include: -
 - i. A sufficient number of qualified, experienced and efficient managers;
and
 - ii. A sufficient number of appropriately qualified, properly trained and efficient employees
- b. The Tenderer shall ensure that the number, skills and/or efficiency of its Employees are sufficient in order to ensure that the Services rendered by the Tenderer are up to the standards prescribed in terms of this Tender.



- c. The Tenderer will employ Employees to render the Services in terms of this Tender. Such employees will include: -
 - iii. A sufficient number of qualified, experienced and efficient managers;
and
 - iv. A sufficient number of appropriately qualified, properly trained and efficient employees.
- d. The Tenderer shall ensure that the number, skills and/or efficiency of its Employees are sufficient in order to ensure that the Services rendered by the Tenderer are up to the standards prescribed in terms of this Tender.
- e. The Parties acknowledge that the Tenderer has included in its Tender Submission the details those Employees who shall be responsible for rendering the Services.
- f. The Tenderer shall be entitled to make changes to those Employees who shall render the Services, upon written notice to SANSA at least 1 (one) month prior to such change accompanied by the new employees' curriculum vitae and proof of appropriate qualifications, the replacement employee's skills, experiences and knowledge to be commensurate with the employee being replaced. Provided that SANSA shall be entitled, in its sole discretion, to object to such replacement in which even the Tenderer shall be obliged to provide details of alternative replacements.
- g. The Employees shall at all times be and remain the employees of The Tenderer. Notwithstanding the foregoing, SANSA shall not be deemed to have accepted responsibility for the Tenderer's Employees if SANSA gives them any orders and/or instructions at any time (which it shall be entitled to do), provided such orders or instructions are in accordance with the provisions and terms of this Tender. The Tenderer shall procure that its Employees shall obey any such instructions and/or orders that do not conflict with this Tender.
- h. The Tenderer undertakes to adhere to the terms of the Basic Conditions of Employment Act No. 75 of 1997 and the Labour Relations Act No 66 of 1995 insofar as it concerns its Employees.
- i. The Tenderer shall ensure that its Employees are able to communicate in at least one of the official languages spoken in the Gauteng Province, to the reasonable satisfaction of SANSA.
- j. The Tenderer and its Employees shall, at all times, comply with SANSA's policies and procedures as is required in the execution of the Tender.

WARRANTIES

- a. The Tenderer warrants that
 - i. It has obtained the passage of the necessary resolutions requisite to give



effect to this Tender;

- ii. It has obtained all necessary licenses, permits or other authorizations required from the relevant Responsible Authority for the purposes of it executing its obligations in terms of this Tender;
 - iii. No litigation, arbitration, investigation or administrative proceeding is in progress or is anticipated or threatened as at the Commencement Date, which is likely to have an adverse effect on the ability of the Tenderer to render the Services;
 - iv. It is not subject to any obligation, the performance of which is likely to have a material adverse effect on its ability to render the Services;
 - v. No proceeding or other step has been taken or threatened for the winding up or liquidation (whether voluntary, involuntary, provisional or final), or deregistration of the Tenderer, or for the appointment of a liquidator, business rescue practitioner or similar officer over it or any of its assets;
 - vi. All information disclosed by or on behalf of the Tenderer at any time up to the Commencement Date, is true, complete and accurate in all material respects and the Tenderer is not aware of any material facts or circumstances not disclosed to SANSA that would, if disclosed, have an adverse effect on SANSA's decision to award this Tender to the Tenderer.
- b. The Tenderer undertakes to submit any disputes relating to the aforementioned warranties as well as any damages of whatsoever nature suffered pursuant to a breach, whether perceived or actual, to the dispute resolution mechanism as detailed in clause 0 below.

REPORTING REQUIREMENTS

- a) The Tenderer shall furnish a written report to SANSA's Key Personnel at its domicilium within 5 (five) working days of any of the following events:
- i. Any encumbrance, lien or attachment imposed on any of the Tenderer's property and any seizure thereof that might have a material effect on the Tenderer's ability to render the Services.
 - ii. Any matter that may influence the validity of this Tender or any matter that constitutes or may contribute to a breach by the Tenderer of this Agreement, the circumstances thereof and possible results as viewed by the Tenderer.
 - iii. Any dispute between the Tenderer and its employees that may result in



industrial action that may impact materially upon the rendering of the Services; and

- iv. Any other factors that the Tenderer is aware of, that may impact materially upon the rendering of the Services or fulfillment of the terms and conditions of this Agreement.

Failure to submit any report as detailed in this clause 0 may be construed as breach of the terms of this Agreement, and SANSA is entitled, but not obliged, to proceed in terms of Clause 0 hereof.

INSURANCE

- a. For the duration of the Contract Period, the Tenderer shall take out and thereafter maintain or procure the maintenance of the insurances against all risk of damage or loss relating to the Services, and in particular the Professional Indemnity Insurance and including to the satisfaction of SANSA, with the following additional provisions:
 - i. The Tenderer must furnish SANSA's Key Personnel at its domicile with 1 (one) month's written notice of its intention of cancellation, non-renewal or amendment to the insurance policy.
 - ii. The Tenderer is obliged to furnish SANSA upon its written request, with a copy of the insurance policy referred to in Clause 5 above, any additional terms and conditions thereof, as well as the annual renewal thereof within 14 (fourteen) days of the request.
 - iii. The Tenderer is to furnish SANSA with any other information or document relating to the insurance policy referred to in Clause 5 above, including proof of the premiums paid and payable and that the insurance is in full force and effect in accordance with this Agreement, within 14 (fourteen) working days of SANSA's written request.
- b. The insurance premiums for the insurances referred to in this Agreement shall be for the account of the Party who bears the responsibility of taking out and maintaining the insurance.
- c. In the event that the Tenderer is in breach of Clause 5 above, and in addition to any other remedies that SANSA may have in terms of this Agreement, SANSA may pay any premiums required to keep such insurance in full force and effect or itself procure such insurance and may in either case recover such amounts from the Tenderer on written demand or by set off against any amounts due and payable by SANSA under this Agreement.
- d. Neither Party to this Agreement may take any action or fail to take any action or insofar as is reasonably within its power, permit anything to occur in relation to it, that would entitle any insurer to refuse to pay any claim under any



insurance policy in which that party is an insured, co-insured or additional insured person.

- e. Neither failure to comply nor full compliance with the insurance provisions of this Agreement shall limit or relieve the Tenderer of its liabilities and obligations under this Agreement.

CONFIDENTIALITY

- a. The Tenderer will keep confidential and will not disclose to any person: –
 - iv. The details of this Agreement, the details of the negotiations leading to this Agreement, and the information handed over to it by SANSA during the course of negotiations, as well as the details of all the transactions or agreements contemplated in this Agreement; and
- b. All information relating to the business or the operations and affairs of SANSA, (hereinafter referred to as "Confidential Information").
- c. The Tenderer further undertakes as follows:–
 - v. Not to, directly or indirectly, detract from, expand on, amend, decompile, reverse engineer, use, exploit, permit use of, or exploitation of, confidential information in any other manner whatsoever or for any purpose whatsoever other than with the explicit written consent of SANSA and in accordance with the provisions of this Agreement;
 - ii. To treat any information, it is uncertain as to its nature as Confidential Information until
- d. To take reasonable security measures, at least as great as the precautions it takes to protect its own confidential or proprietary information, to keep the Confidential Information confidential.
- e. SANSA may, in its sole discretion, require the Tenderer's Employees to sign a Non-Disclosure/Confidential Statement/Form and follow all provisions, restrictions, procedures, and policies commensurate to the tasks to be performed.
- f. The Tenderer agrees to keep all Confidential Information and to disclose it only after obtaining prior written approval of SANSA's Key Personnel, and then only to its officers, directors, employees, consultants and professional advisors, who:
 - vi. Have a need to know (and then only to the extent that each such person has a need to know).
- g. Are aware that the Confidential Information should be kept confidential;
- h. Are aware of the Tenderer's undertaking in relation to such information in terms of this Agreement; and have been directed by the Tenderer to keep the



confidential information confidential.

- i. The Tenderer's obligations in relation to the maintenance and non-disclosure of Confidential Information in terms of this Agreement does not extend to information that:
 - vii. Is or becomes public knowledge, otherwise than pursuant to a breach of this Agreement by the Tenderer or third party who disclosed such Confidential Information, but only to the extent that the Confidential Information has become public knowledge;
 - viii. Is required by the provisions of any law, statute or regulation or during any court proceedings, or by the rules or regulations of any recognised stock exchange to be disclosed and subject to the provisions of this Agreement, the Tenderer has taken all reasonable steps to oppose or, prevent the disclosure of and to limit, as far as reasonably possible, the extent of such disclosure and has consulted with SANSA prior to making such disclosure; and Is disclosed to SANSA in terms of this Agreement but, at the time of such disclosure such information is known to be in lawful possession or control of that party and not subject to an obligation of confidentiality.

12. NO DISPARAGEMENT AND USE OF NAME.

- a. The Tenderer undertakes not to do anything that may disparage the good name of SANSA, and any such action or omission occasioned by the Tenderer or its employees, acting in the course and scope of their employment, will be deemed a breach of this Agreement.
- b. The Tenderer shall not utilise the name "SANSA" in conjunction with the Tenderer's marketing, research, development or other business activities without the prior written consent of the SANSA, which SANSA, in its sole discretion, may grant or refuse.

13. LIMITATION OF LIABILITY

- (a) Notwithstanding anything to the contrary herein contained, SANSA shall not be liable to the Tenderer or any other person, and the Tenderer shall likewise indemnify and keep SANSA indemnified, for any damages arising out of the death of or injury to an employee of the Tenderer or any of its agents, representatives or sub-contractors whilst such person is at the Premises or whilst using any equipment owned or operated by SANSA for the following:
 - i. As a direct result of the negligence, willful act or willful omission to act on the part of the Tenderer and/or any of its employees whilst they are



acting in the course and scope of their employment;

- II. As a result of the information supplied by, or misrepresentations, acts and omissions, breaches of law, fraudulent acts or willful default on the part of the Tenderer, the Tenderer's Personnel, or any third party under the control of the Tenderer;
- III. Any claim for or in respect of the death or personal injury of any occupant or user of the Premises, whether legally or not;
- IV. Any loss of or damage to property within the Premises save to the extent caused by the negligence, willful act or omission of SANSA or any of its Personnel and
- V. Any breach of any Law arising in connection with the Services, save to the extent caused by the willful misconduct of SANSA or SANSA's breach of the terms of this Agreement.

b. Without derogating from the generality of a foregoing, the Tenderer hereby indemnifies SANSA and its employees, agents and contractors against losses, damages and expenses suffered by it in the circumstances set out in this Clause 0.

14. SPECIAL CONDITIONS

- a) Tenderers are not permitted to re-type forms or submit their own forms and are compelled to use the forms as provided.
- b) SANSA reserves the right to invalidate the Tender Submission, upon the failure on the part of the Tenderer to sign the Tender forms and thus to acknowledge and accept the conditions in writing or to complete the Tender forms, questionnaires and specifications in all respects.
- c) The submission of a Tender after the closing date and time will invalidate a bid, and SANSA shall return late Tender submissions unopened.
- d) Bidders are requested to endorse their signature on every page of GCC and SCC.
- e) SANSA reserves the right to conclude a Service Level Agreement (SLA) with the Bidder in order to monitor the efficient rendering of the Goods and Services under this Agreement.
- f) In reviewing the SLA, SANSA reserves the right to review the rendering of the Goods and Services under this Agreement on intervals agreed upon and may terminate the services of the Bidder for non-performance and replace same



with the next highest scoring bidder in agreement with said Bidder.

- g) SANSA reserves the right to negotiate price with the recommended bidder (s).
- h) SANSA will not follow up with Bidders for late submission of any outstanding documents.
- i) The Tender proposals should be submitted with all required information containing technical information as well as price information.
- j) A B-BBEE status level verification certificate/sworn affidavit must be submitted in order to qualify for preference points for B-BBEE. NOTE: Failure to adhere to this condition will invalidate points claimed
- k) Proof of company registration must be submitted in the form of certified copies of the relevant registration documents.
- l) The Bidder must inform SANSA should any of the proposed key information change in the duration of bid validity period and beyond
- m) SANSA reserves the right to invite bidders to present their bid proposals (Presentations) or do site visit to the bidders' / bidders' referees' premises as part of evaluation process for final decision
- n) A firm where any of the Board members, management or staff of SANSA is partner(s) or part-owner(s) will not be eligible for appointment (Independence and Objectivity – No conflict of interest).
- o) Telephonic, telegraphic and e-mailed tender offers will not be accepted.

15. DISPUTE RESOLUTION

- i. The Parties accept that disputes and differences may arise between the Parties during the course of this Agreement.
- ii. If any dispute or difference of any kind whatsoever arises between Parties arising out of the contract, the Parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- iii. If, after thirty (30) days, the Parties have failed to resolve their dispute or difference by such mutual consultation, then either Party may give notice to the other party of his intention to commence with mediation or arbitration.
- iv. No mediation or arbitration may be commenced unless such notice is given to the other party.

The arbitration shall be held at a mutually agreed venue by the Parties;

- vi. on the basis that the proper law of the agreement contained in this clause and of the contract in which this clause is contained shall be the law of the Republic of South Africa;
- vii. with only the legal and other representatives of the Parties to the dispute present thereat;
- viii. in terms of the Arbitration Act, No 42 of 1965 (as amended), it being the intention that the arbitration shall be held and completed as soon as possible.

The arbitrator shall be, if the matter in dispute is principally:-

- ix. a legal matter, a practicing advocate or Professional of at least ten (10) years' standing;
- x. an accounting matter, a practicing chartered accountant of at least ten (10) years' standing;
- xi. any other matter, an independent person, agreed upon between the Parties to the dispute.
- xii. Should the Parties to the dispute fail to agree whether the dispute is principally a legal, accounting or other matter within seven (7) days after arbitration was demanded, the matter shall be deemed to be a legal matter.
- xiii. Should the Parties fail to agree on an arbitrator within fourteen (14) days after giving of notice in terms of clause **Error! Reference source not found.** above, the arbitrator shall be appointed at the request of either party to the dispute by the Arbitration Foundation of South Africa (AFSA).
- xiv. The arbitrator shall have the power to fix all procedural rules for the holding of the arbitration, including discretionary powers to make orders as to any matters which he may consider proper in the circumstances of the case with regard to submissions, pleadings, discovery, inspection of documents, examination of witnesses and any other matter relating to the conduct of the arbitration. The arbitrator may receive and act on all such evidence, whether oral or written, strictly admissible or not, as he in his discretion may deem fit. Unless the arbitrator otherwise expressly directs, the arbitration shall be conducted according to the procedures laid down by the Uniform Rules of the High Court



of South Africa as amended and adapted by any special rules or practices applicable in the North Gauteng High Court, Pretoria.

- xv. The award of the arbitrator shall be final and binding upon all the Parties to the dispute (who hereby agree to carry out the award). The Parties hereby exclude all rights of appeal which might otherwise be conferred on them by law but give each other right to review the decision of the Arbitrator.
- xvi. The arbitrator's award may be made an order of any court of competent jurisdiction including, for the avoidance of doubt, any court which is authorised to make such an order by virtue of any treaty or legislation relating to the reciprocal enforcement of foreign arbitral awards or judgments.
- xvii. The Parties agree to keep the arbitration including the subject-matter of the arbitration and the evidence heard during the arbitration confidential and not to disclose same to anyone except for the purposes of the arbitration proceedings in terms of this clause, any review thereof and obtaining an order in terms of sub-clause 10 above.
- xviii. The provisions of this clause: -
 - a. Constitute an irrevocable consent by the Parties to any proceedings in terms hereof and no party shall be entitled to withdraw there from or claim at any such proceedings that it is not bound by such provisions;
 - b. Constitute a separate agreement, severable from the rest of this agreement and shall remain in effect despite determination of or invalidity for any reason of this agreement.
- xix. Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

16. LITIGATION

- i. Save as provided herein, neither party shall be entitled to institute any legal proceedings against the other in connection with any dispute to this Agreement, unless and until such dispute has been submitted to resolution by mutual consultation, mediation or by arbitration as provided for in Clause 0 above and such mutual consultation, mediation, or arbitration has been concluded, and then only to the extent that such legal proceedings are not otherwise prohibited in accordance with the provisions of this Agreement.
- ii. Notwithstanding any reference to mediation and/or court proceedings herein, the Parties shall continue to perform their respective obligations under the contract unless they otherwise agree.

17. DOMICILIUM AND NOTICES

- i. For all purposes of this Agreement including, but not by way of limitation, the giving of any notice, the making of any communication, or the serving of any process, the Parties



respectively choose *domicilium citandi et executandi* ("domicilium") at the addresses set out hereunder

SANSA

For attention: The Chief Executive Officer

At physical address: Enterprise Building,
Mark Shuttleworth Street,
Innovation Hub, Pretoria

Telefax: 012 844 5000

E-mail: zmalgas@sansa.org.za

The Tenderer chooses as its *domicilium* the details set out in the Bidder's Information set out above.

- ii. Each of the Parties, by written notice to the other party 2 (two) months prior to such change, shall be entitled from time to time to vary its *domicilium* to any other address within South Africa, provided that such address may not be a *poste restante*, or, in the Tenderer's case, a post office box.
- iii. Any notice given and any communication or payment made by either Party to the other ("the addressee") which:–
- iv. Is delivered by hand or faxed by facsimile transmission during the normal business hours of the addressee at the addressee's *domicilium* for the time being, shall be presumed, until the contrary is proved, to have been received by the addressee at the time of delivery or on the first business day after the date of facsimile transmission.
- v. Is posted by prepaid registered post from an address within South Africa to the addressee at the addressee's *domicilium* for the time being, shall be presumed, until the contrary is proved, to have been received by the addressee on the 7th (seventh) day after the date of posting.

18. INTELLECTUAL PROPERTY

- a. The ownership of any Intellectual Property owned by either Party prior to the commencement of the Tender shall be and remain vested with that Party.
- b. Any Intellectual Property emanating from the activities undertaken under this Tender shall be and remain vested with SANSA subject to the following conditions:
 - ix. The Government of the Republic of South Africa shall under circumstances of national need or emergency have absolute and irrevocable rights to a license to use an Intellectual Property developed under this Agreement;
 - x. SANSA owns the copyright for the works, documents and other object capable of intellectual property rights developed and/or produced for the purposes of this Agreement (if any); and
 - xi. The Intellectual Property Rights from Publicly Financed Research and Development Act, 2008 (Act No. 51 of 2008) insofar as may be relevant to this Agreement, shall be applicable.

19. ELECTRONIC COMMUNICATIONS AND TRANSACTIONS ACT

- i. No data message (as defined in the Electronic Communications and Transactions Act, 25 of 2002), including an e-mail, SMS, and recorded voice message, sent by one Party to the other, shall amend this Agreement, or the rights and duties of the parties in any manner, unless such data message is reduced to paper and signed by both parties or their duly authorized signatories.
- ii. Data messages (as defined above) sent by one Party to the other shall be deemed to be received by such other Party only when it responds thereto, and for purposes of this clause an auto-response shall not be a response.
- iii. Legal notices and/or disclaimers linked to, accessible from or attached to a data message (as defined above) sent by one Party to the Other shall be deemed part of this Agreement and shall override and replace any such notices or disclaimers linked to, accessible from or attached to any data message sent by the other Party in a return message.

20. RELATIONSHIP OF THE PARTIES

- i. Nothing in this Agreement shall be construed as creating the relationship of employee and employer between the Tenderer or any of its employees, and SANSA. Neither the Tenderer nor any of its employees shall at any time be or become an agent or representative of SANSA nor shall the Tenderer or any of its employees hold itself out as such nor shall the Tenderer or any of its employees be entitled to any of the benefits provided by SANSA to any of its officers and employees.
- ii. This Agreement shall not give rise to any joint venture or partnerships between the Parties and neither Party shall hold itself out as a partner of the other.
- iii. The Tenderer confirms that none of its directors, shareholders, employees or other related parties, are employed by SANSA or any other organ of state (as defined in the Constitution of the Republic of South Africa, Act 108 of 1996).

21. LIMITATION OF EMPLOYMENT

- i. Neither party shall appoint, employ or in any way whatsoever obtain the services of the other party's Personnel, unless specifically so agreed to by the other party in writing.
- ii. This clause will remain in force until twelve (12) months after the termination of this Agreement mutually, by expiration or by default.

22. NO DISPARAGEMENT AND USE OF NAME.

- i. The Tenderer undertakes not to do anything that may disparage the good name of SANSA, and any such action or omission occasioned by the Tenderer or its employees, acting in the course and scope of their employment with the Tenderer, will be deemed a breach of this Agreement.
- ii. The Tenderer shall not utilise the name "South African Space Agency" or "SANSA" in conjunction with the Tenderer's marketing, research, development or other business activities without the prior written consent of the SANSA, which SANSA, in its sole discretion, may grant or refuse.

23. TAXES AND DUTIES

- a. The Tenderer shall be entirely responsible for payment of all taxes, stamp duties, license fees etc.
- b. No award shall be made to any Tenderer whose tax matters are not in order.

24. FORCE MAJEURE

- a. For the purpose of this Agreement, force majeure shall mean war, fire, flood, explosion, lightning, storm, earthquake, riots, insurrection or other Act of God.
- b. Neither Party shall be responsible to the other for delay nor is failure in performance of any of the obligations imposed by this Agreement, if and to the extent that such delay or non-performance occasioned by force majeure.
- c. Upon any of these events happening, both Parties shall do everything in their power to mitigate the consequences of such an event and establish restitution of the rights and obligations under this Agreement as soon as possible.
- d. The Party claiming relief shall serve written notice on the other Party within 3 (three) working days of the event of force majeure, containing all such relevant information as may be available, including the effect of the event of force majeure on the ability of the Party to perform, actions being taken in terms of Clause c above, the date of the occurrence of the event of force majeure, and an estimation of the time period required to overcome it and/or its effects. The Party claiming relief shall furnish the other Party with any further information as and when it comes to their attention.
- e. If restitution cannot be or can only partly be restored, the Parties shall endeavor to agree to suitable and equitable modifications to this Agreement that may or may not include the termination of this Agreement.

25. GENERAL PROVISIONS

- a. The Tender Document and Tender Submission contains the entire agreement between the Parties, and SANSA shall not be bound by any representations, warranties, undertakings, promises or the like (whether or not made by the Tenderer, its agents or servants) which are not recorded herein. No alteration, variation or cancellation by agreement of, addition or amendment to, or deletion from this Agreement shall be of any force or effect unless in writing and signed by or on behalf of the Parties. In the event of any conflicts between the Tender Documents (including this SCC) and the Tender Submission, the Tender Documents shall take preference and shall supersede the provisions of the Tender Submission.
- b. No indulgence, extension of time, relaxation or latitude shown, granted or allowed by SANSA to the Tenderer shall constitute a waiver by SANSA of any of its rights and SANSA shall not be prejudiced or estopped from exercising any of its rights against the Tenderer which may have arisen in the past or which may arise in the future.
- c. The Tenderer consents to the jurisdiction of the Magistrate Courts of South Africa in respect of any action or proceedings which may be brought against it by SANSA, or brought by it against SANSA; provided that SANSA shall be entitled to bring proceedings in any other Court if it so elects.
- d. All notices, consents, advice or other communication between the Parties to the other of them shall be in writing, and unless in writing shall be deemed not to



have been given or made.

- e. If any term of this Tender Document should be held to be invalid, unenforceable or unlawful, then such term shall be severable from the balance of this Tender Document and be treated as pro non script without invalidating or affecting the enforceability of the remaining provisions, and the remaining terms of this Tender Document shall continue in full force and effect.
- f. All supporting documentation and submitted with the response will become SANSA's property unless otherwise stated by the Tenderer at the time of submission.
- g. All information provided by the Tenderer is accepted in good faith as being true and accurate. Any false declaration or intentional omission of relevant facts shall be reported, which on receipt of such report by either party may result in the immediate termination of this agreement.
- h. All costs incurred in the preparation of a response or any activity pursuant thereto shall be for the account of the Tenderer. All supporting documentation and submitted with the response will become SANSA's property unless otherwise stated by the Tenderer at the time of submission.

C4.2: GENERAL CONDITIONS OF CONTRACT (GCC)

National Treasury July 2010

NOTES

Purpose:

The purpose of this document is to:

- Draw attention that the SANSA is regulated by the government procurement regulations;
- Draw special attention to certain general conditions applicable to government bids (quotations, bids, bids) and which form part of subsequent supply contracts and supply orders; and
- To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government (SANSA).

Singular / plural

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.

Integral part

The General Conditions of Contract will form part of all bid documents and may not be amended.

Special conditions of contract

Special Conditions of Contract (SCC) relevant to a specific bid is compiled separately for every bid, if applicable and will supplement these General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

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1. Definitions

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 anything 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, Process 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.

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. With certain exceptions, invitations to bid are only published in the Government Bid Bulletin. The Government Bid Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from **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 analysed 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;
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
- d) 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 10 such remedial actions 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.

16. Payment

- 16.1. The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2. The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.
- 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.

16.4. Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

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.

18. Contract amendments

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.

19. Assignment

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.

20. Subcontracts

20.1. The supplier shall notify the purchaser in writing of all subcontracts awarded under these 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.

21. Delays in the supplier's performance

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.

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.

21.3. No provision in a contract shall be deemed to prohibit the Obtain of supplies or services from a national department, provincial department, or a local authority.

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 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 cancelling 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 Bid 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 antidumping 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,

- II. The parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
- III. The purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

28.1. Except in cases of criminal negligence or wilful misconduct, and in the case of



infringement pursuant to Clause 6;

- I. 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
- II. 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

29. Governing language

- 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.

30. Applicable law

- 30.1. The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

31. Notices

- 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.

32. Taxes and duties

- 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 SANSA must be in possession of a CSD report with a tax compliant status, submitted by the bidder.

This certificate must be an original issued by the South African Revenue Services.

33. National Industrial Participation (NIP) Programme

- 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.

34. Prohibition of Restrictive practices

- 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.

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