

BID NO: KZNTAFA-T04/2024/25 APPOINTMENT OF A QUALIFIED TRAVEL MANAGEMENT AGENCY FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE KWAZULU-NATAL TOURISM AND FILM AUTHORITY FOR A PERIOD OF THIRTY-SIX (36) MONTHS

Ithala Trade Centre
 29 Canal Quay (Signal) Road
 Durban
 4001

Contact: Thembekile Mdlophane and Olivia Manjate
Telephone: 031 366 7500/031 003 9000
Email: tenders@zulu.org.za and tenders@kznfilm.co.za

PLEASE NOTE THAT THIS BID IS SUBJECT TO SUPPLY CHAIN MANAGEMENT LEGISLATION AND THE GENERAL CONDITIONS OF CONTRACT AS PRESCRIBED BY NATIONAL TREASURY.

Specific Goals will be applicable for this Tender process.

	Specific Goals
Price	80
Ownership Goals -	
<ul style="list-style-type: none"> At least 51% Blacks Africans, Indians or Coloreds Owned Companies 	05
<ul style="list-style-type: none"> At least 51% Women owned companies 	05
<ul style="list-style-type: none"> At least 51% Youth owned companies 	10
Total	100

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

VALIDITY: 90 DAYS

TOTAL PRICE R.....

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Section J	Certification of Correctness of Information Supplied in This Document
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SECTION A: BID NOTICE

Bid description	KZNTAFA-T04/2024/25 APPOINTMENT OF A QUALIFIED TRAVEL MANAGEMENT AGENCY FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF THIRTY SIX (36) MONTHS										
Bid number	KZNTAFA-T04/2024/25										
Name of institution	KwaZulu-Natal Tourism and Film Authority										
The place where goods, works or services are required	Ithala Trade Centre, 29 Canal Quay (Signal) Road, Durban, 4001										
Closing date and time	Date	1	3	1	2	2	0	2	4	Time	11:00
Contact details	Postal address										
	Physical address					Ithala Trade Centre, 29 Canal Quay (Signal) Road, Durban, 4001					
	Tel					031 366 7500/031 003 9000					
	Fax					N/A					
	email					tenders@zulu.org.za and tenders@kznfilm.co.za					
	Contact person					Thembekile Mdlaphane and Olivia Manjate					
Where bids can be collected	Documents can be downloaded from the KwaZulu-Natal Film Commission and Tourism KwaZulu-Natal website on www.kznfilm.co.za and www.zulu.org.za at no cost.										
Where bids should be delivered	Tender Box: Ithala Trade Centre, 2 nd Floor, 29 Canal Quay (Signal) Road, Durban, 4001 (Reception Area)										

Category (refer to annexure A)	General	
Sector	Services: Professional	
Region	KwaZulu-Natal	
Site viewing N/A		
BRIEF SESSION N/A	Date	
	Time	
	(Microsoft Teams) Link	

SECTION B

SPECIAL INSTRUCTIONS AND NOTICES TO BIDDERS REGARDING THE COMPLETION OF FORMS

PLEASE NOTE THAT THIS BID IS SUBJECT TO TREASURY REGULATIONS 16A ISSUED IN TERMS OF THE PUBLIC FINANCE MANAGEMENT ACT, 1999, THE KWAZULU-NATAL SUPPLY CHAIN MANAGEMENT POLICY FRAMEWORK AND THE GENERAL CONDITIONS OF CONTRACT.

1. Unless inconsistent with or expressly indicated otherwise by the context, the singular shall include the plural and visa versa and with words importing the masculine gender shall include the feminine and the neuter.
2. Under no circumstances whatsoever may the quotation/bid forms be retyped or redrafted. Photocopies of the original bid documentation may be used, but an original signature must appear on such photocopies.
3. The bidder is advised to check the number of pages and to satisfy himself that none are missing or duplicated
4. Bids submitted must be complete in all respects.
5. Bids shall be lodged at the address indicated not later than the closing time specified for their receipt, and in accordance with the directives in the bid documents.
6. Each bid shall be addressed in accordance with the directives in the bid documents and shall be lodged in a separate sealed envelope, with the name and address of the bidder, the quotation number and closing date indicated on the envelope. The envelope shall not contain documents relating to any bid/quotation other than that shown on the envelope. If this provision is not complied with, such bids may be rejected as being invalid.

7. All bids received in sealed envelopes with the relevant quotation numbers on the envelopes are kept unopened in safe custody until the closing time of the quotation/bids. Where, however, a quotation is received open, it shall be sealed. If it is received without a bid number on the envelope, it shall be opened, the bid number ascertained, the envelope sealed, and the quotation number written on the envelope.
8. A specific box is provided for the receipt of proposals, and no proposals found in any other box or elsewhere subsequent to the closing date and time of the bid proposal will be considered.
9. No bid proposal sent through the post will be considered if it is received after the closing date and time stipulated in the bid proposal documentation, and proof of posting will not be accepted as proof of delivery.
10. No bid proposal submitted by telefax, telegraphic or other electronic means will be considered.
11. Bid proposal documents must not be included in packages containing samples. Such bids may be rejected as being invalid.
12. Any alteration made by the bidder must be initialed.
13. Use of correcting fluid is prohibited
14. Bids will be opened in public as soon as practicable after the closing time of bid.
15. Where practical, prices are made public at the time of opening bids.
16. If it is desired to make more than one offer against any individual item, such offers should be given on a photocopy of the page in question. Clear indication thereof must be stated on the schedules attached.

SECTION C

Table 1: Compulsory Returnable

ANNEXURE	ITEM
Section D	Registration on the National Treasury Central Suppliers Database
Section E	Invitation to Bid (SBD 1)
Section F	Bidders Disclosure (SBD 4)
Section G	Instruction to Bidders
Section H	Supply Chain Management Procedures
Section I	Authority to Sign the Bid (Resolution Letter (s))
Section J	Certification of Correctness of Information Supplied in this Document
Section L	Association of South African Travel Agents (ASATA) Membership (proof of membership to be provided)
Section M	International Association of Travel Agents (IATA) Membership (proof of membership to be provided)

Table 2: Non- Compulsory Returnable

ANNEXURE	ITEM
Section N	Tax Compliance Status Verification Pin
Section O	Company Registration Certificate/Agreement/ID Document
Section P	Central Supplier Database Summary report
Section K	SBD 6.1 Preference Points Claim Form in terms of the Preferential Procurement

SECTION D

REGISTRATION ON THE NATIONAL TREASURY CENTRAL SUPPLIERS DATABASE

1. In terms of the National Treasury SCM Instruction No 4A of 2016/2017, all suppliers of goods and services are required to register on the National Treasury Central Suppliers Database, before any procurement related activities can commence.
2. If you wish to apply for online registration, use the following website, <https://secure.csd.gov.za/>.
3. The supplier/service provider must register on the National Treasury Central Supplier's Database.

SECTION E: PART A INVITATION TO BID

**YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/
 PUBLIC
 ENTITY)**

BID NUMBER:		CLOSING DATE:		CLOSING TIME:	
DESCRIPTION					








BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO	TECHNICAL ENQUIRIES MAY BE DIRECTED TO:
---	--

CONTACT PERSON		CONTACT PERSON	
TELEPHONE NUMBER		TELEPHONE NUMBER	
FACSIMILE NUMBER		FACSIMILE NUMBER	

E-MAIL ADDRESS		E-MAIL ADDRESS	
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



 Ithala Trade Centre, 2nd and 3rd Floors
 29 Canal Quay (Signal) Road, Durban 4001
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 Shop 1A, uShaka Marine World 1 Bell Street, Durban 4001
 PO Box 2516, Durban 4000, South Africa
 +27 (0) 31 366 7500, King Shaka Airport Office: +27 (0) 32 436 0013
 V&A Cape Town Office: +27 (0) 21 418 1684, uShaka Marine World: +27 (0) 31 337 8099
 Customer Care: 0860 101 099
 +27 (0) 31 305 6693,
 info@zulu.org.za

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:

SECTION F

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. BIDDERS’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

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

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 DECLARATIONS

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.

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.

- 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 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

DEFINITIONS

1. DEFINITIONS

1.1 “KZN Tourism & Film” means the KwaZulu-Natal Tourism and Film Authority

1.2 “Head” means the officer appointed to the post of Head of the KZN Tourism & Film, who has signed this contract and shall include any person acting in that capacity.

1.3 “Service Provider” means the person or persons, partnership, firm or company or close corporation, etc. whose quotation for this work has been accepted, and who has, or have, signed this Contract, and shall include his or her heirs, executors, administrators, successors, and any representative, duly appointed, with the consent in writing of the Employer.

1.4 “Team” means person or persons representing or acting on behalf of the Service Provider in the execution of this Contract.

1.5 “Written instructions” means any printed, typed or written documents or letter signed by or on behalf of the Head and addressed to the Service provider for the purpose of his guidance, direction or instruction.

SECTION G - INSTRUCTION TO BIDDERS

2. INSTRUCTION TO BIDDERS

- 2.1 The service provider must be a legal entity, person or consortium with all other necessary expertise.
- 2.2 Be registered with the National Treasury Central Service Providers Database. Proof of registration together with the number must be provided as part of the proposal.
- 2.3 The service provider must fully complete all the relevant sections in the bid proposal document failure to complete the relevant sections will result in bid proposal disqualification.
- 2.4 Service providers to ensure that all Tax matters are in order.
- 2.5 Service providers are required to declare in writing, as part of their proposal's submissions, that they have no conflict of interest in acting for the KZN Tourism and Film in this assignment.
- 2.6 KZN Tourism and Film will enter into agreement with the selected service provider for the work set out in these Terms of Reference. In the event of any conflict arising between the Terms of Reference and the agreement, the agreement will prevail.
- 2.7 The persons proposed for the profession work on the assignment shall themselves carry out the work, unless permission is granted by KZN Tourism and Film to replace them. Such permission will only be granted in exceptional circumstances.
- 2.8 The cost of preparing proposals and of negotiating the contract is not reimbursable.
- 2.9 KZN Tourism and Film is not bound to accept any proposals submitted and reserve the right to negotiate price with the preferred service provider and to request improvements to the service provider's team if deemed necessary.
- 2.10 KZN Tourism and Film reserves the right to interview short-listed service providers if required and /or call for the best and final offers from one or more service providers.
- 2.11 Any effort by the service provider to influence proposal evaluation, proposal comparisons or proposal award decisions in any manner, will result in rejection of the proposal concerned.
- 2.12 Copyright, patent rights and other similar rights in any works or products created as a result of the performance of this project / assignment shall vest in and are hereby transferred to

KZN Tourism and Film, unless specifically agreed to otherwise, in the form of individual written, Agreement signed by both parties.

- 2.13 For this purpose only, all works created in terms of this project / assignments thereof shall be deemed to have been created under control and direction of KZN Tourism and Film and be the property of KZN Tourism and Film.
- 2.14 All information documents, records and books provided by KZN Tourism and Film to any service provider in connection with the proposal or otherwise are strictly private and confidential.
- 2.15 Any proposer to any third party shall not disclose them, except with the express consent of KZN Tourism and Film, which shall be granted in writing prior to such disclosure. KZN Tourism and Film however, reserves the right to disclose any information provided by the service provider to any of its employees.
- 2.16 KZN Tourism and Film requires no bid surety, but services providers should note that KZN Tourism and Film reserves the right to review this position at contractual stages.
- 2.17 KZN Tourism and Film reserves the right to downscale the required services should the need arise; however, this will be done on a consensus basis.
- 2.18 KZN Tourism and Film reserves the right to visit the premises of the short-listed service providers prior to the assignment being awarded and after the contract has been signed.


2.2 EQUIPMENT


Cell phones and any other equipment, where required, must be provided at own cost by the service provider. All official cell phone calls will only be reimbursed by the Commission if supported evidence is provided.


2.3. LANGUAGE MEDIUM


The language medium for all documentation related to the Contract shall be in English.





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29 Canal Quay (Signal) Road, Durban 4001


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Customer Care: 0860 101 099

 +27 (0) 31 305 6693,

 info@zulu.org.za

2.4. PAYMENT

Once a contract is awarded the supplier must complete a Bank Form available from the Commission. This form must be submitted together with a cancelled cheque or a certified bank statement and a certified copy of the ID of the person who signs the financial detail certificate.

SECTION H– SUPPLY CHAIN MANAGEMENT PROCEDURES

3. SUPPLY CHAIN MANAGEMENT PROCEDURES

3.1 PROCEDURES FOR SUBMISSION

- 3.1.1 It is the responsibility of the service providers to ensure that their proposals are in the Bid Box by deadline date and time.
- 3.1.2 Bids proposals are late if they are received at the address indicated in the bid documents after the closing date and time.
- 3.1.3 A late bid proposal shall not be considered and, where practicable, shall be returned unopened to the Bidder.
- 3.1.4 No late bids proposals are accepted.
- 3.1.5 Bidders must please ensure that in all instances, the bid proposal reference number as well as the name of the project is clearly written in bold on the envelope.

3.2 VERIFICATION OF NATIONAL TREASURY CENTRAL SUPPLIERS DATABASE

3.2.1 The KZN Tourism and Film will verify the following information of the National Treasury Central Suppliers Database.

- a) Business registration, including details of directorship and membership.
- b) Bank account holder information.
- c) In the service of the state status.
- d) Tax compliance status.
- e) Identity number.
- g) Tender defaulting and restriction status; and
- h) Any additional and supplementary verification information communicated by the National Treasury.

3.2.2 Suppliers / service providers to ensure that the above information are updated and correct on the National Treasury Central Suppliers Database.

3.3 JOINT VENTURES

3.3.1 In terms of the Supply Chain Management Policy Framework, a consortium or joint venture may, based on the percentage of the contract value managed or executed by their HDI members, be entitled to equity ownership in respect of an HDI.

3.3.2 Should this bid proposal be submitted by a joint venture, a certified copy of the joint venture agreement must accompany the bid proposal document before the closing date and time? The joint venture agreement must clearly specify the percentage of the contract to be undertaken by each company participating therein.

3.4 EQUAL BID PROPOSALS

In the event that two or more bids have equal total points in all respects, the Adjudication shall be decided by the drawing of lots.








3.5 ELECTRONIC PAYMENTS

Once a contract is awarded the supplier must complete an Original Bas Entity Form available from the KZN Tourism and Film this form must be submitted together with a cancelled cheque or a certified bank statement and a certified copy of the ID of the person who signs the financial detail certificate.

3.6 APPEALS PROCESS

All service providers are advised to refer to KZN Tourism and Film SCM policy framework for the appeal process and procedures. The SCM policy framework is available on KZN Treasury website. www.kzntreasury.gov.za



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Customer Care: 0860 101 099
-  +27 (0) 31 305 6693,
-  info@zulu.org.za

3.7 COMMUNICATION

All correspondence regarding this bid must be addressed or hand delivered to the:

The Accounting Officer
Supply Chain Unit
KwaZulu-Natal Tourism and Film
Ithala Trade Centre
2ND Floor (Reception Area)
29 Canal Quay (Signal) Road
Durban
4001

SECTION I-AUTHORITY TO SIGN A BID

A. COMPANIES

If a Bidder is a company, a certified copy of the resolution by the board of directors, personally signed by the chairperson of the board, authorising the person who signs this bid to do so, as well as to sign any contract resulting from this bid and any other documents and correspondence in connection with this bid and/or contract on behalf of the company must be submitted with this bid, that is before the closing time and date of the bid.

AUTHORITY BY BOARD OF DIRECTORS

By resolution passed by the Board of Directors on.....20.....,
 Mr/Mrs/Miss..... (whose signature appears below) has
 been duly authorised to sign all documents in connection with this bid on behalf
 of (Name of Company)

IN HIS/HER CAPACITY AS:

SIGNED ON BEHALF OF COMPANY:

(PRINT NAME)

SIGNATURE OF SIGNATORY: **DATE:**

WITNESS: 1..... **WITNESS:** 2.....

B. SOLE PROPRIETOR (ONE - PERSON BUSINESS)

I, the undersigned..... hereby confirm that I am the sole owner of the business

Tradingas.....

SIGNATURE

DATE

(PRINT NAME)

C. PARTNERSHIP

The following particulars in respect of every partner must be furnished and signed by every partner:

Full name of partner	Residential address	Signature
.....
.....
.....
.....

We, the undersigned partners in the business trading as.....
 hereby authorizedto sign this bid as well as any
 contract resulting from the bid and any other documents and correspondence in connection with
 this bid and /or contract on behalf of

.....

.....

SIGNATURE
 (PRINT NAME)

SIGNATURE
 (PRINT NAME)

(PRINT NAME)

.....

.....

.....

DATE

DATE

DATE

D. CLOSE CORPORATION

In the case of a close corporation submitting a bid, a certified copy of the Founding Statement of such corporation shall be included with the bid, together with the resolution by its members authorising a member or other official of the corporation to sign the documents on their behalf.

By resolution of members at a meeting on 20..... at

.....Mr/Mrs/Miss....., whose signature

appears below, has been authorised to sign all documents in connection with this bid on behalf of (Name of

Close Corporation)

SIGNED ON BEHALF OF CLOSE CORPORATION:

.....

(PRINT NAME) IN HIS/HER CAPACITY AS **DATE:**

.....

SIGNATURE OF SIGNATORY:

WITNESSES: 1

2

E. CO-OPERATIVE

A certified copy of the Constitution of the co-operative must be included with the bid, together with the resolution by its members authoring a member or other official of the co-operative to sign the bid documents on their behalf.

By resolution of members at a meeting on
 20..... at

.....Mr/Mrs/Miss....., whose signature appears below,

has been authorised to sign all documents in connection with this bid on behalf of (Name of cooperative)

SIGNATURE OF AUTHORISED REPRESENTATIVE/SIGNATORY:

(PRINT NAME)

.....

IN HIS/HER CAPACITY AS:

DATE:

SIGNED ON BEHALF OF CO-OPERATIVE:

NAME IN BLOCK LETTERS:

.....

WITNESSES: 1

2

F. JOINT VENTURE

If a bidder is a joint venture, a certified copy of the resolution/agreement passed/reached signed by the duly authorised representatives of the enterprises, authorising the representatives who sign this bid to do so, as well as to sign any contract resulting from this bid and any other documents and correspondence in connection with this bid and/or contract on behalf of the joint venture must be submitted with this bid, before the closing time and date of the bid.

***A trust, consortium or joint venture must obtain and submit a consolidated B-BBEE Status Level Verification Certificate for every separate bid.**

AUTHORITY TO SIGN ON BEHALF OF THE JOINT VENTURE

By resolution/agreement passed/reached by the joint venture partners
 on.....20.....Mr/Mrs/Miss.....,
 Mr/Mrs/Miss.....

..... Mr/Mrs/Miss.....and
 Mr/Mrs/Miss..... (Whose signatures appear below) have been duly authorised to
 sign all documents in connection with this bid on behalf of:

(Name of Joint Venture)

IN HIS/HER CAPACITY AS:

SIGNED ON BEHALF OF (COMPANY NAME):
 (PRINT NAME)

SIGNATURE: **DATE:**

IN HIS/HER CAPACITY AS:

SIGNED ON BEHALF OF (COMPANY NAME):
 (PRINT NAME)

SIGNATURE: **DATE:**

IN HIS/HER CAPACITY AS:

SIGNED ON BEHALF OF (COMPANY NAME):
 (PRINT NAME)

SIGNATURE: **DATE:**

IN HIS/HER CAPACITY AS:

SIGNED ON BEHALF OF (COMPANY NAME):
 (PRINT NAME)

SIGNATURE: **DATE:**

G. CONSORTIUM

If a bidder is a consortium, a certified copy of the resolution/agreement passed/reached signed by the duly authorised representatives of concerned enterprises, authorising the representatives who sign this bid to do so, as well as to sign any contract resulting from this bid and any other documents



Ithala Trade Centre, 2nd and 3rd Floors
 29 Canal Quay (Signal) Road, Durban 4001
 -29.870129, 31.050016
 Shop 1A, uShaka Marine World 1 Bell Street, Durban 4001
 PO Box 2516, Durban 4000, South Africa
 +27 (0) 31 366 7500, King Shaka Airport Office: +27 (0) 32 436 0013
 V&A Cape Town Office: +27 (0) 21 418 1684, uShaka Marine World: +27 (0) 31 337 8099
 Customer Care: 0860 101 099
 +27 (0) 31 305 6693,
 info@zulu.org.za

and correspondence in connection with this bid and/or contract on behalf of the consortium must be submitted with this bid, before the closing time and date of the bid.

***A trust, consortium or joint venture must obtain and submit a consolidated B-BBEE Status Level Verification Certificate for every separate bid.**

AUTHORITY TO SIGN ON BEHALF OF THE CONSORTIUM

By resolution/agreement passed/reached by the consortium on.....20.....

Mr/Mrs/Miss.....

(Whose

signature appears below) have been duly authorised to sign all documents in connection with this bid on behalf of:(Name of Consortium)

IN HIS/HER CAPACITY AS:.....

SIGNATURE:.....

DATE:.....

(PRINT NAME)

**SECTION J- CERTIFICATION OF CORRECTNESS OF INFORMATION SUPPLIED
 IN THIS DOCUMENT**

I/we, THE UNDERSIGNED, WHO WARRANT THAT I AM DULY AUTHORISED TO DO SO ON BEHALF OF THE BIDDER, CERTIFY THAT THE INFORMATION SUPPLIED IN TERMS OF THIS DOCUMENT IS CORRECT AND TRUE, THAT THE SIGNATORY TO THIS DOCUMENT IS DULY AUTHORISED AND ACKNOWLEDGE THAT:

- 1.The bidder will furnish documentary proof regarding any bidding issue to the satisfaction of the province, if requested to do so.
- 2.If the information supplied is found to be incorrect and/or false then the province, in addition to any remedies it may have, may: -
 - a)Recover from the contractor all costs, losses or damages incurred or sustained by the province as a result of the award of the contract, and/or
 - b)Cancel the contract and claim any damages which the province may suffer by having to make less favourable arrangements after such cancellation.

SIGNED ON THIS..... DAY OF..... 20.....
AT.....








.....
**SIGNATURE OF BIDDER OR DULY
 AUTHORISED REPRESENTATIVE**

.....
NAME IN BLOCK LETTERS

ON BEHALF OF (BIDDER'S NAME)

.....
NATORY



-  Ithala Trade Centre, 2nd and 3rd Floors
29 Canal Quay (Signal) Road, Durban 4001
-  -29.870129, 31.050016
-  Shop 1A, uShaka Marine World 1 Bell Street, Durban 4001
-  PO Box 2516, Durban 4000, South Africa
-  +27 (0) 31 366 7500, King Shaka Airport Office: +27 (0) 32 436 0013
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Customer Care: 0860 101 099
-  +27 (0) 31 305 6693,
-  info@zulu.org.za

NAME OF CONTACT PERSON (IN BLOCK LETTERS, PLEASE)

.....

POSTAL ADDRESS

TELEPHONE NUMBER:

FAX NUMBER:

CELLULAR PHONE NUMBER:

E-MAIL ADDRESS:

SECTION K SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

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 invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

The applicable preference point system for this tender is the 80/20 preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
Price	80
Specific Goals	20
Total points for Price and Specific Goals	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:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 \mathbf{Ps} = \mathbf{80} \left(\mathbf{1} - \frac{\mathbf{Pt} - \mathbf{Pmin}}{\mathbf{Pmin}} \right) & \mathbf{or} & \mathbf{Ps} = \mathbf{90} \left(\mathbf{1} - \frac{\mathbf{Pt} - \mathbf{Pmin}}{\mathbf{Pmin}} \right)
 \end{array}$$

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:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 \mathbf{Ps} = \mathbf{80} \left(\mathbf{1} + \frac{\mathbf{Pt} - \mathbf{Pmax}}{\mathbf{Pmax}} \right) & \mathbf{or} & \mathbf{Ps} = \mathbf{90} \left(\mathbf{1} + \frac{\mathbf{Pt} - \mathbf{Pmax}}{\mathbf{Pmax}} \right)
 \end{array}$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. 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 the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

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	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
At least 51% Blacks Africans, Indians or Coloureds Owned Companies		05		
At least 51% Women owned companies		05		
At least 51% Youth owned companies		10		

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:

.....

.....

.....

ANNEXTURE B: GENERAL CONDITIONS OF CONTRACT

DEFINITIONS: The following terms shall be interpreted as indicated:

- a) “Closing time” means the date and hour specified in the bidding documents for the receipt of bids.
- b) “Contract” means th
- c) e written agreement entered into between the Province and the Contractor, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- d) “Contract price” means the price payable to the Contractor under the contract for the full and proper performance of his contractual obligations.
- e) “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.
- f) “Countervailing duties” are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
- g) “Country of origin” means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognised new product results that is substantially different in basic characteristics or in purpose or utility from its components.
- h) “Day” means calendar day.
- i) “Delivery” means delivery in compliance with the conditions of the contract or order.
- j) “Delivery ex stock” means immediate delivery directly from stock actually on hand.
- k) “Delivery into consignees store or to his site” means delivery and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the Contractor bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.

- l) “Dumping” occurs when a private enterprise abroad markets its goods and services 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.
- m) “Force majeure” means an event beyond the control of the Contractor and not involving the Contractor’s fault or negligence and not foreseeable. Such event may include, but is not restricted to, acts of the province in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- n) “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.
- o) “GCC” means the General Conditions of Contract.
- p) “Goods” means all the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- q) “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 Contractor 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 supplies covered by the bid will be manufactured.
- r) “Local content” means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- s) “Manufacture” means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- t) “Order” means an official written order issued for the supply of goods or works or the rendering of a service.
- u) “Project site” where applicable, means the place indicated in bidding documents.
- v) “Province” means the procuring KZNTAFA, incorporating the KwaZulu-Natal Provincial Legislature.

- w) “Republic” means the Republic of South Africa.
- x) “SCC” means the Special Conditions of Contract.
- y) “Services” means that 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 Contractor covered under the contract.
- z) “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

1. CESSION OF CONTRACTS

- 1.1 The Contract is personal to the Contractor who shall not sub-let, assign, cede or make over the Contract or any part thereof, or any share of interest therein, to any other person without the written consent of the province, and on such conditions as it may approve.
- 1.2 This sub-clause shall not apply to sub-contracts given to regular suppliers of the Contractor for materials and minor components relating to the goods or services supplied. The province reserves the right to require the Contractor to submit, for noting, the names of such sub-contractors in order to ascertain their registration on the Provincial Suppliers Database and they must be legal entities.

2. DISCREPANCIES

Should there appear to be any discrepancies, ambiguities or want of agreement in description, dimensions, qualities or quantities in the Contract, the Contractor shall be obliged to refer the matter to the Provinces’ Representative for a decision, before proceeding to execute the Contract or part thereof in respect of which the said discrepancies, ambiguities or want of agreement appear to exist.

3. QUALITY AND GUARANTEE

- 3.1 All Goods supplied shall be equal in all respects to samples, patterns or specifications where such are provided. Any changes to quality or brands will have to be approved by the province, as this is a change to the conditions of the contract.
- 3.2 Should the Province, after the award of the Contract and/or during the manufacture of the goods specified, decide on a variation or alteration to the specification, either at the suggestion of the Contractor or otherwise, which will be to the province's advantage, such variation or alteration shall be performed to the Province's satisfaction. Any variation in the Contract Price arising there from shall be subject to agreement between the Province and the Contractor.
- 3.3 The Contractor shall not be relieved of his obligations with respect to the sufficiency of the materials and workmanship and the quality of the Goods supplied by the reason of no objection having been taken thereto by the Province's Representative at the time the Goods were delivered.
- 3.4 The Contractor 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 Contractor 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 Contractor, that may develop under normal use of the supplied goods in the conditions prevailing in the country of the final destination.
- 3.5 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 the Special Conditions of Contract.

- 3.6 The Province shall promptly notify the Contractor in writing of any claims arising under this warranty. The Contractor shall immediately remedy the said defect free of cost to the province. Should the Contractor delays remedial work in excess of time stipulated by the province's representative, the province may have such remedial work executed at the Contractor's expense. Should the Province decide that the defect is such that it cannot be remedied, the Goods may be rejected. Such rejected goods shall be held at the risk and expense of the Contractor and shall, on request of the province, be removed by him immediately on receipt of notification of rejection. The Contractor shall be responsible for any loss the province may sustain by reason of such action as the province may take, in terms of this clause.
- 3.7 The risk in respect of the Goods purchased by the province under the contract shall remain with the Contractor until such goods have been delivered to the province.
- 3.8 The principal feature of the Goods and Work are described in the Goods or Services Information, but the Goods or Services Information does not purport to indicate every detail of construction, fabrication or arrangements of Goods and Works necessary to meet the requirements. Omission from the Goods or Services information of reference to any part or parts shall not relieve the Contractor of his responsibility for carrying out the Work as required under the Contract.
- 3.9 If any dispute arises between the Province and the Contractor in connection with the quality and guarantee of the Goods, either party may give the other notice in writing of the existence of such dispute, and the same shall thereupon be referred to arbitration in South Africa by a person mutually agreed upon by both parties. The submission shall be deemed to be a submission to arbitration within the meaning of the terms of the arbitration laws in force in the Republic of South Africa.

4. FAILURE TO COMPLY WITH CONDITIONS AND DELAYED EXECUTION

- 4.1 If a bidder amends or withdraws his/her/their bid after the closing time but before the bidder is notified that his/her/their bid has been accepted, or when notified that his/her/their bid has

been accepted, he/she/they fail/fails, within the period stipulated in the conditions of bid or such extended period as the Province may allow, to sign a contract or to provide security when requested to do so, he/she/they shall, unless the Province decides otherwise, and without prejudice to any other right which the Province may have under paragraphs 4.2 and 4.4, including the right to claim damages if a less favourable bid is accepted or less favourable arrangements are to be made, forfeit any deposit which may have been made with the bid.

4.2 Should the contractor fail to comply with any of the conditions of the contract, the province shall be entitled, without prejudice to any of its other rights, to cancel the contract.

4.3 Upon any delay beyond the contract period in the case of a supplies contract, the Province shall, without cancelling the contract, be entitled forthwith 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 supplies delivered later at the contractor's expense and risk, or forthwith to cancel the contract and buy such supplies as may be required to complete the contract, and without prejudice to its rights, be entitled to claim damages from the contractor.

4.4 Upon any delay beyond the contract period in the case of a service contract, the province shall, without prejudice to any other right and without cancelling the contract, be entitled forthwith to arrange the execution of the service not rendered in conformity with the contract or to cancel the contract, and without prejudice to its other rights, be entitled to claim damages from the contractor.

4.5 In the event of the province availing itself of the remedies provided for in paragraph 4.2 -

4.5.1 the contractor shall bear any adverse difference in price of the said supplies services and these amounts plus any other damages which may be suffered by the Province, shall be paid by the contractor to the Province immediately on demand, or the Province may deduct such amounts from moneys (if any) otherwise payable to the contractor in respect of supplies or services rendered or to be rendered under the contract or under any other contract or any other amounts due to the contractor; or

4.5.2 if the Contractor fails to supply the goods or render the service within the period stipulated in the contract, the province shall have the right, in its sole discretion, to claim any damages or loss suffered.

4.6 No damages shall be claimed in respect of any period of delay which the contractor can prove to be directly due to a state of war, sanctions, strikes, lockouts, damage to machinery as a result of accidents, fire, flood or tempest or act of God, which could not be foreseen or overcome by the contractor, or to any act or omission on the part of persons acting in any capacity on behalf of the province.

4.7 If the delivery of the supplies or the rendering of the service is likely to be delayed or is in fact being delayed on account of any of the reasons mentioned in paragraph 4.6, full particulars of the circumstances shall be reported forthwith in writing to the province and at the same time the contractor shall indicate the extension of the delivery period

5. PATENTS

5.1 The Contractor shall pay all royalties and expenses and be liable for all claims in respect of the use of patent rights, trademarks or other protected rights, and hereby indemnifies the province against any claims arising there from.

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

6. PACKAGING, MARKING AND DELIVERY

6.1 All goods shall be crated, packed or battened securely in such a manner as to prevent damage during loading, transport and off-loading. Unless otherwise specified, packing cases and packing materials are included in the Contract Price, and shall be and remain the property of the province.

6.2 All goods shall be clearly marked in the manner stated in the Goods or Services Information.

- 6.3 Goods shall be delivered to the address within the province's area of jurisdiction as set out in the Special Conditions of Contract or Goods and Services Information.
- 6.4 Goods shall be delivered on Weekdays between 08:00 and 16:00, free of all charges, only when ordered upon an official letter or form of order issued by the province. No goods will be received on Saturdays, Sundays and public holidays. This paragraph (6.4) is applicable only when not excluded in the Special Conditions of Contract.
- 6.5 Goods delivered shall in all cases be accompanied by delivery notes in duplicate, one which will be retained by the province. The Contractor shall be responsible for the safe delivery as to the quality, quantity and condition of the goods.
- 6.6 Delivery, unless otherwise provided for in the Special Conditions of Contract, shall be affected within seven (7) days from receipt of the order. The Contractor shall advise the province upon receipt of an order in writing of any anticipated delays, citing reasons therefore and put forward a new anticipated delivery date. The province may then extend the delivery date, if and as it deems fit.
- 6.7 Should the Contractor fail to supply the material within the time stated in his bid, or within the extended time allowed to him in terms of clause 6.6 hereof, the province reserves the right (after giving the Contractor seven days' notice in writing) to cancel the contract and purchase the materials elsewhere and the bidder shall refund to the province any extra cost incurred over and above the contract price.
- No liability shall, however, be attached to the Contractor if delivery of materials is rendered impossible or delayed by reason of circumstances beyond the Contractor's control.
- 6.8 If the Contractor cannot produce proof satisfactory to the province that the delay was due to circumstances beyond his control, no price increase after the due date will be recognized.
- 6.9 If at any time the province ascertains that, due to negligence of the Contractor or for reasons beyond his control:
- 6.9.1 No work on the order has been commenced and in the opinion of the province, there is little or no prospect of work being commenced in reasonable time;

6.9.2 Delivery of any materials is being or is likely to be delayed beyond the delivery date promised, and/or

6.9.3 There is little or no prospect of the order being completed within a reasonable time after the promised date; the Province may, by notice to the Contractor in writing, cancel as from the future date specified in such notice, the whole or any part of the order in respect of which material has not been delivered by that date without incurring any liability by reasons of such cancellation. The cases where circumstances beyond the control of the Contractor have delayed commencement or completion of the order, cancellation of the order will be affected by mutual arrangement or where this is not possible by the decision of the province. The Contractor shall then as soon as possible after such date deliver to the province that part of the order which has been completed, and payment is to be effected is for the part performance on a proportional basis, subject to the uncompleted part not being an integral or essential part of the contract.

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

7. CONSIGNMENT OF GOODS

7.1 Goods, if delivered by Spoornet may be consigned carriage paid in the Contractor's name, care of the Province to the place of delivery stipulated, but not in the name of the State. Goods consigned to stores located in areas which Spoornet may refuse to deliver, must be done so care of a local agent or to a local depot from which they may be re-delivered by road to such stores.

7.2 Contractors shall arrange with Spoornet to deliver goods to the Province's stores during the hours and on the days that the stores are open.

7.3 The Province will not be responsible for any damage, re-delivery charges or any other charges raised by Spoornet.

7.4 Claims on the South African Transport Services or on any other carrier in respect of weight, quantity, damage or loss, shall be made by the Contractor

8. PAYMENT

- 8.1 The Contractor shall furnish the Province with an invoice accompanied by a copy of the delivery note upon fulfilment of other obligations stipulated in the contract.
- 8.2 Payments shall be made promptly by the Province, but in no case later than thirty days (30) days after submission of an invoice or claim by the Contractor.
- 8.3 Payments will be made in Rand unless otherwise stipulated.
- 8.4 Payments for goods are made by the Province only. Any disputes regarding late or delayed payments must be taken up with the KZN Tourism and Film and if a problem persists, the Supply Chain Management Office can be requested to investigate the delays.

9. INVOICES

All invoices submitted by the Contractor must be Tax Invoices indicating quantity ordered and quantity delivered, the amount of tax charged and the total invoice amount.

10. CONTRACT PRICE ADJUSTMENT

- 10.1 Firm contract prices shall not be subject to adjustment. contract prices which are not firm shall be increased or reduced by the amount of variation between the Cost to Bidder and the actual cost to the Contractor, such variations to be subject to the following conditions: -
- 10.1.1 Where the Cost to Bidder was based on a printed catalogue or list price, the variation shall be the difference between that price list and the price list actually charged. Should it transpire that the Cost to Bidder was not based on the latest available price list at the Date of Bid; the Province shall have the right to elect the price list on which any variation shall be based.
- 10.1.2 Where the Cost to Bidder was based on a quotation by the manufacturer, or where the Contractor is the manufacturer, and the Contract Price was based on the cost of materials and labour ruling at a certain date, the variation in the Contract Price shall be calculated by means of the Steel and Engineering Industries Federation of South Africa (SEIFSA) formula if this is stipulated in the

Contract, or if the Province’s representative considers it to be appropriate. Where the use of the SEIFSA formula is not appropriate, the variation shall be calculated by means of another formula acceptable to the Province, which shall be indicated in the Special Conditions of Contract. Only those cost increases due to wage increases prescribed by regulating measures having the force of law or increases in the cost of materials and railage as may be proven by documentary evidence, or published data, will be considered in determining Contract Price variation.

10.1.3 Any difference between Rates and Charges ruling at the time of bid and those actually paid by the Contractor will be for the account of the Province. The Contract Price adjustment arising from any variation in Rates and Charges shall, in every instance, be applied to the appropriate value, or tonnage, of the Goods shipped. Where a variation in the Cost to bidder has been allowed, the contract price shall be adjusted by the product of such variation and every component of Rates and Charges which is based on the value of the Goods, whether or not the costs of such components have varied.

10.1.4 No claim for increased costs will be entertained if the Contractor is unable to produce documentation to substantiate Cost to Bidder and Rates and Charges on which the contract price was based and documentation to support his claim. Such documentation must, in the opinion of the Province, adequately support the Contractor’s claim. No claim for increased costs to the Contractor arising from negligence on his part, or that of the manufacturer, will be considered.

10.1.5 The Contractor shall, in respect of every consignment or shipment of Goods delivered, supply to the Province’s Representative documentary evidence of variation, if any, in Cost to Bidder and Rates and Charges.

10.1.6 Claims for increased cost shall be submitted with the invoice for the Goods in respect of which the claim is made, or as soon thereafter as possible. Claims shall not be considered if received more than 90 days after the expiry of the Contract unless notice of intention to claim has been given to the Province before such date.

10.1.7 In the event of there being no claim by the Contractor for increased costs, the Contractor shall not be entitled to full payment under the Contract before he has submitted to the Province, in his own name or in the name of the manufacturer, a certificate declaring that there have been no adjustments in the cost of manufacture which entitle the Employer to a reduction in the Contract Price as provided for in this clause.

11. REMEDIES IN THE CASE OF DEATH, SEQUESTRATION, LIQUIDATION OR JUDICIAL MANAGEMENT

11.1 In the event of the death of a contractor or the provisional or final sequestration of his/her/their estate or of his/her/their cession or transfer of a contract without the approval of the Province or of the surrender of his/her/their estate or of his/her/their reaching a compromise with his/her/their creditors or of the provisional or final liquidation of a contractor's company/closed corporation or the placing of its affairs under judicial management, the Province may, without prejudice to any other rights it may have, exercise any of the following options :

11.1.1 Cancel the contract and accept any of the bids which were submitted originally with that of the contractor or any offer subsequently received to complete the contract. In such a case the estate of the contractor shall not be relieved of liability for any claim which has arisen or may arise against the contractor in respect of supplies not delivered or work not carried out by the contractor, under the contract.

11.1.2 Allow the executor, trustee, liquidator or judicial manager, as the case may be, for and on behalf of and at the cost and expense of the estate of the contractor to carry on with and complete the contract.

11.1.3 For and on behalf of and at the cost and expense of the estate of the contractor, itself carry on with and complete the contract and in that event the Province may take over and utilize, without payment, the contractor's tools, plant and materials in whole or in part until the completion of the contract.

11.1.4 Should the Province elect to act in terms of paragraph 11.1.3 it shall give notice of its requirements to

the executor, trustee, liquidator or judicial manager of the contractor's estate and should the said executor, trustee, liquidator or judicial manager fail within 14 days of the dispatch of such notice to make provision to the satisfaction of the Province for the fulfilment of such requirements, or should no trustee, liquidator or judicial manager be appointed within 14 days of the occurrence mentioned in paragraph 11.1, the Province may apply any remedy open to it in terms of the contract as if a breach thereof had taken place.

11.1.5 Should the Province act in terms of paragraph 11.1.3 the contractor must leave the premises immediately and may not occupy such premises on account of retention or any other right.

12. LAW TO APPLY

The Contract shall in all respects be construed in accordance with the law of the Republic of South Africa, and any difference that may arise with the law of the Republic of South Africa, and any difference that may arise between the Province and the Contractor in regard to the Contract, shall be settled in the Republic of South Africa.

13. OFFERING OF COMMISSION OR GRATUITY

If the Contractor, or any person employed by him, is found to have either directly or indirectly offered, promised or given to any office bearer of the Province or person in the employ of the Province, any commission, gratuity, gift or other consideration, the Province shall have the right, summarily and without recourse to law and without prejudice to any other legal remedy which it may have in regard to any loss or additional cost or expenses, to cancel the Contract without paying any compensation to the Contractor.

14. PREFERENCES

14.1 Should the Contractor apply for preferences in the submission of his bid, and it is found at a later stage that these applications were incorrect or made under false pretences, the Province may, at its own right: -

14.1.1 Recover from the Contractor all costs, losses or damages incurred or sustained by the Province as a result of the award of the Contract; and / or

14.1.2 Cancel the contract and claim any damages which the Province may suffer by having to make less favourable arrangements after such cancellation.

14.2 The Province may impose penalties, however, only if provision therefore is made in the Special Conditions of Bid.

15. WEIGHTS AND MEASURES

The quantities of goods offered or delivered shall be according to South African standard weights and measures.

16. SECURITY

16.1 Special Conditions of Contract relating to Surety/Guarantee requirement must be dealt with in strict compliance with the Conditions of Bid set out herein.

16.2 In respect of contracts less than R 500 000, the guarantees and sureties required may be based on a risk evaluation conducted by the Province inviting the bid.

16.3 No deposits are required for bid applications for contracts below R 500 000.

17. ORDERS

17.1 Goods shall be delivered, and services rendered only upon receipt of a written official order or the signing of a contract with the Province, and accounts shall be rendered as indicated on the official order or in the contract, as the case may be.

17.2 The Province reserves the right to call upon any Contractor during the contract period to make known the following details:

17.2.1 Name of Institution placing order.

17.2.2 Provincial official order number;

17.2.3 Quantity ordered; and

17.2.4 List of items ordered.

18. EXPORT LICENCES

18.1 When orders are placed for goods in respect of which an export license from the country of origin of supplies is required, the Contractor shall:

18.1.1 Not incur any direct or indirect costs in connection with the supply or dispatch of such supplies before he has obtained such license.

18.1.2 If the government of the country from which the supplies are to be exported refuses, or fails to grant such license within three months of the placing of the order, the order shall be considered to be cancelled and no liability will be accepted for any loss or expenses irrespective of the nature thereof, including loss or expenditure suffered or incurred by the Contractor or any other person in respect of the production, supply, transportation or delivery of such supplies.

19. INSURANCE

19.1 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.

19.2 Any insurance policies taken out by a Contractor to cover goods delivered for a contract must be taken out with a company registered in South Africa in terms of relevant insurance and companies acts.

20. INSPECTION, TESTS AND ANALYSES

20.1 In terms of Provincial policy, inspections of a Bidder's goods and services are permitted. Bidders and Contractors must allow reasonable access to premises to officials from the KZN Tourism and Film inviting the bid, or person specially appointed by the Province to carry out inspection or tests. There are two main categories: Firstly, where the bid conditions call for goods to be inspected during the contract period.

Secondly, where the inspection results are to be submitted with the bid document.

- 20.2 If it is a bid condition that goods to be produced should at any stage during production or on completion be subject to inspection, the premises of the Contractor shall be open, at all reasonable hours, for inspection by a representative of the Province or of organisation acting on its behalf.
- 20.3 Inspections tests and analyses may be carried out prior to dispatch in regard to such contract goods as may be deemed necessary by the Province, and the Contractor shall provide, if required, all the required facilities for the inspection, tests and analyses of the goods free of charge and shall, if required, provide all the materials, samples and labour and available apparatus which may be required for the purposes of such inspection, tests and analyses free of charge, unless otherwise specified.
- 20.4 If there are no inspection requirements in the bid documents and no mention thereof is made in the letter of acceptance, but during the contract it is decided that inspections shall be carried out, the Province shall itself make the necessary arrangements, including payment arrangements, with the testing authority concerned. The premises of the Bidder Contractor must be open and accessible at all reasonable times for the purposes of these tests.
- 20.5 If the inspection, tests and analyses show the goods or service to be in accordance with contract requirements, the cost of the inspection, tests and analyses shall be defrayed by the Province calling for such tests or analyses. Where the supplies or services do not comply with the contract, the costs shall be defrayed by the Contractor and the Province shall have the right, without prejudice to any other legal remedy it may have, to deduct such costs from payments due to the Contractor under the contract or under any other contract.
- 20.6 Goods and services which do not comply with the contract requirements may be rejected.
- 20.7 Any goods 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, and such rejected goods shall be held at the cost and risk of the Contractor who shall, when called upon, remove them immediately at his own cost and forthwith substitute them for goods which do comply with the requirements of the contract, failing which such rejected goods shall be returned at the Contractor's cost and risk. Should the Contractor fail to provide the substitute goods

forthwith, the Province may, without giving the Contractor a further opportunity to substitute the rejected goods, purchase such supplies as may be necessary at the expense of the Contractor, for example, the transport costs and other expenses regarding the rejected goods must be refunded by the Contractor.

20.8 Where imported goods are to be inspected before delivery, the Contractor shall notify his suppliers abroad of the conditions applicable to inspections.

20.9 Provisions contained in sub-clauses 20.1 and 20.8 shall not prejudice the right of the Province to cancel the contract on account of a breach of the conditions thereof.

21. RESTRICTION OF BIDDING

Without prejudice on any other legal remedies, the Province may impose restrictions on a Bidder in terms of which bids to the Province will not be accepted for such period as determined by the Province. This information may be passed to other provinces or State organizations in the Republic of South Africa. These restrictions may be imposed in terms of the breach of any of the requirements to be met in terms of the accepted bid or contract. The Province may also make a restriction on a bidder from another province or State institution applicable to this Province.

22. CONTRACTOR'S LIABILITY

22.1 In the event of the contract being cancelled by the Province in the exercise of its rights in terms of these conditions, the Contractor shall be liable to pay to the Province any losses sustained and/ or additional costs or expenditure incurred as a result of such cancellation, and the Province shall have the right to recover such losses, damages or additional costs by means of set-off from monies due or which may become due in terms of the contract or any other contract or from guarantee provided for the due fulfilment of the contract and, until such time as the amount of such losses, damages or additional costs have been determined, to retain such monies or guarantee or any deposit as security for any loss which the Province may suffer or may have suffered.

22.2 The Contractor may be held responsible for any consequential damages and loss sustained which may be caused by any defect, latent or otherwise, in supply or service rendered or if the goods or service as a result of such defect, latent or otherwise, does not conform to any condition or requirement of the contract.

23. PRICE LISTS

Price lists which are part of the contract shall not be amended without the approval of the Province, unless the SCC specify otherwise.

24. SUBMISSION OF CLAIMS

24.1 Claims must be submitted within 90 days of the delivery date of items, but the delivery date will be calculated according to the delivery period stipulated in terms of the contract, unless an extension for late delivery has been granted by the Province.

24.2 For period contracts, no price increase will be granted within the first 180 days of the contract period. No price increase applications which are submitted later than 90 days after the contract period expired will be considered. The claims shall be accompanied by documentary proof and, if required, an auditor's report sustaining the claim shall be provided.

24.3 Claims referring to formulae and indices must be clearly set out in terms of indices or formulae values used to calculate the bid price, and the adjusted indices or values.

25. PROVINCIAL PROPERTY IN POSSESSION OF A CONTRACTOR

25.1 Province's property supplied to a Contractor for the execution of a contract remains the property of the Province and shall at all times be available for inspection by the Province or its representatives. Any such property in the possession of the Contractor on the completion of the contract shall, at the

Contractor's expense, be returned to the Province forthwith.

25.2 The Contractor shall be responsible at all times for any loss or damages to the Province's property in his possession and, if required, he shall furnish such security for the payment of any such loss or damages as the Province may require.

26. RIGHTS TO PROCURE OUTSIDE THE CONTRACT

26.1 The Province reserves the right to procure goods outside the contract in cases of urgency or emergency or if the quantities are too small to justify delivery costs, or if the goods are obtainable from another organ of Province or if the Contractor's point of supply is not situated at or near the place where the goods are required or if the Contractor's goods are not readily available.

26.2 No provision in a contract shall be deemed to prohibit the obtaining of goods or services from a Province or local authority.

27. AMENDMENT OF CONTRACT

No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force and effect unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing.

28. NOTICES

28.1 Every written acceptance of a bid shall be posted to the supplier/bidder concerned by registered or certified mail and any other notice to him/her/it shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him/her/it in writing and such posting shall be deemed to be proper service of such notice.

28.2 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 such notice.

29. INCIDENTAL SERVICES

29.1 The Contractor may be required to provide any or all of the following services, including additional services, if any, specified in the Special Conditions of Bid:

- a) performance or supervision of on-site assembly and/or commissioning of the supplied goods:
- b) furnishing of tools required for assembly and/or maintenance of the supplied goods.
- c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods.
- d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the Contractor of any warranty obligations under this contract; and
- e) training of the Province's personnel, at the Contractor's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

29.2 Prices charged by the Contractor 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 Contractor for similar services.

30. USE OF CONTRACT DOCUMENTS AND INFORMATION INSPECTION

30.1 The Contractor shall not, without the Province'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 Province in connection therewith, to any person other than a person employed by the Contractor 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.

30.2 The Contractor shall not, without the Provinces prior written consent, make use of any document or information mentioned in GCC clause 30.1 except for purposes of performing the contract.

30.3 Any document, other than the contract itself mentioned in GCC clause 30.1 shall remain the property of the Province and shall be returned (all copies) to the Province on completion of the Contractor's performance under the contract of so required by the Province.

30.4 The Contractor shall permit the Province to inspect the Contractor's records relating to the performance of the Contractor and to have them audited by auditors appointed by the Province, if so required by the Province.

31. SPARE PARTS

31.1 If specified in SCC, the Contractor may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the Contractor:

- a) such spare parts as the Province may elect to purchase from the Contractor, provided that this election shall not relieve the Contractor of any warranty obligations under the contract.
- b) In the event of termination of production of the spare parts:
 - I. Advance notification to the Province of the pending termination, in sufficient time to permit the Province to procure needed requirements; and
 - II. Following such termination, furnishing at no cost to the Province, the blueprints, drawings, and specifications of the spare parts, if requested.

32. PENALTIES

32.1 Subject to GCC Clause 4, if the Contractor fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the Province 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 delayed goods or unperformed services, using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The Province may also consider termination of the contract in terms of the GCC.

33. ANTI-DUMPING AND COUNTERVAILING DUTIES AND RIGHTS

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

34. GOVERNING LANGUAGE

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.








35. TAXES AND DUTIES

- 35.1 A foreign Contractor shall be entirely responsible for all taxes, stamp duties, licence fees, and other such levies imposed outside the Province's country.
- 35.2 A local Contractor shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the Province.
- 35.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Province must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

36. PROHIBITION OF RESTRICTIVE PRACTICES








- 36.1 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 collective bidding (or bid rigging).
- 36.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice 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.
- 36.3 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.



-  Ithala Trade Centre, 2nd and 3rd Floors
29 Canal Quay (Signal) Road, Durban 4001
-  -29.870129, 31.050016
-  Shop 1A, uShaka Marine World 1 Bell Street, Durban 4001
-  PO Box 2516, Durban 4000, South Africa
-  +27 (0) 31 366 7500, King Shaka Airport Office: +27 (0) 32 436 0013
V&A Cape Town Office: +27 (0) 21 418 1684, uShaka Marine World: +27 (0) 31 337 8099
Customer Care: 0860 101 099
-  +27 (0) 31 305 6693,
-  info@zulu.org.za








**SECTION L: ASSOCIATION OF SOUTH AFRICAN TRAVEL AGENTS (ASATA)
MEMBERSHIP (PROOF OF MEMBERSHIP TO BE PROVIDED)**



-  Ithala Trade Centre, 2nd and 3rd Floors
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-  -29.870129, 31.050016
-  Shop 1A, uShaka Marine World 1 Bell Street, Durban 4001
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-  +27 (0) 31 305 6693,
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SECTION M: INTERNATIONAL ASSOCIATION OF TRAVEL AGENTS (IATA)
MEMBERSHIP (PROOF OF MEMBERSHIP TO BE PROVIDED)



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-  +27 (0) 31 305 6693,
-  info@zulu.org.za








SECTION N: TAX COMPLIANCE STATUS VERIFICATION PIN



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-  +27 (0) 31 305 6693,
-  info@zulu.org.za

SECTION O: COMPANY REGISTRATION CERTIFICATE/AGREEMENT/ID DOCUMENT



-  Ithala Trade Centre, 2nd and 3rd Floors
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-  info@zulu.org.za

SECTION P: PROOF OF CENTRAL SUPPLIER DATABASE REGISTRATION

TERMS OF REFERENCE

KWAZULU-NATAL TOURISM AND FILM AUTHORITY SEEKS THE SERVICES OF A QUALIFIED TRAVEL MANAGEMENT AGENCY FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF THIRTY-SIX (36) MONTHS

Technical Enquiries: Nonhlanhla Thanjekwayo

Email: NonhlanhlaT@kznfilm.co.za

SCM Enquiries: Thembekile Mdlophane and Olivia Manjate

Email: tenders@zulu.org.za and tenders@kznfilm.co.za

1. BACKGROUND INFORMATION

1.1. ACRONYMS

EDTEA	Department of Economic Development, Tourism and Environmental Affairs
KZN TOURISM & FILM	KwaZulu-Natal Tourism and Film Authority
KZN	KwaZulu-Natal
TOR	Terms of Reference
SLA	Service Level Agreement
SP	Service Provider
KZN	Province of KwaZulu-Natal
TMC	Travel Management Company
GDS	Global Distribution System
BSP	Monthly Bank Settlement
LED	Local Economic Development
VAT	Value Added Tax
VIP	Very important person
ASATA	Association of South African Travel Agents
IATA	International Association of Travel Agents
OBT	Online Booking Tool
CV	Curriculum Vitae

1.2. INTRODUCTION

The KwaZulu-Natal Tourism & Film Authority (KZN Tourism and Film) was established under the KwaZulu-Natal Tourism & Film Authority Act of No. 02 of 2024. KZN Tourism and Film has been established to promote the Tourism and Film Industries in the province and has as part of its objectives:

- To market and promote the tourism sector and audio-visual industry.
- Facilitate the development of the tourism sector and audio-visual industry.
- Create an enabling environment for sustainable growth and job creation in the tourism sector and audio-visual industry.
- Contribute to job creation in the tourism sector and audio-visual industry
- Address historical imbalances in infrastructure and the distribution of skills and resources in the tourism sector and audio-visual industry.

1.3. THE PURPOSE OF THE TERMS OF REFERENCE

To seek and appoint a suitable and qualified Travel Management Agency to provide travel-management services and booking system for a period of thirty-six (36) months.

2. CONTRACT OBJECTIVES & EXPECTED RESULTS

2.1. Project objective

The objective of this project would be to appoint suitably qualified and experienced Travel Management Agency to submit proposals to provide travel-management services and booking system for a period of thirty-six (36) months to the KZN Tourism and Film Authority.

2.2. Overall Contract Objectives

Provide KZN Tourism and Film with the travel management services and system that are consistent and reliable and which will maintain a high level of traveller satisfaction in line with the service levels;

- b) Achieve significant cost savings for KZN Tourism and Film without any degradation in the services;
- c) Appropriately contain KZN Tourism and Film risk and traveller risk.

2.3. Key Outputs

- a) Provide travel management services during normal office hours as well as after-hours. Normal office hours refer to Monday to Friday from 08h00 to 16h30. After hours refer to 16h31 to 07h59 including weekends and public holidays. A dedicated consultant/s / call centre facility with contact numbers must be available during office hours and after hours to assist all travellers.
- b) Manage after hours and emergency services.
- c) Manage the third-party service providers and address any service failures and complaints that may emanate due to unsatisfactory services received.
- d) Utilise KZN Tourism and Film's Travel policy to implement the applicable business processes and comply with cost cutting requirements
- e) Consolidate all invoices from travel suppliers and reconcile all payments
- f) Provide various customised reports as required by KZN Tourism and Film.
- g) The successful service provider will be expected to familiarise themselves with the existing KZN Tourism and Film Travel Policy and business processes
- h) Provide a facility for KZN Tourism and Film to update their travellers' profiles and manage this in accordance with Protection of Personal Information Act no 4 of 2013 and regulations
- i) Provide a detailed transition plan for implementing the service without service interruptions to the existing service and engage with the incumbent service providers to ensure a smooth transition.

3. PROJECT PROPOSAL

The project proposal will contain both the Technical and Financial Proposals. Each section will be broken down as follows:

3.1. TECHNICAL PROPOSAL REQUIREMENTS

Service provider must submit the proposal detailing how the TMC shall provide the service as per the criteria indicated below.

- Description of itinerary confirmation on how all travel reservations/ bookings will be handled including but not limited to:
 - accommodation;
 - car rental;
 - flights;
 - passports and visa requirements;
 - confirmation numbers; and
 - additional proof of competency.
 - Alerts or flagging out of policy or breaches (how does the system alerts or flags out of policy or breach of policy)
- Description on how the specific rates will be negotiated and secured including but not limited to:
 - airline fares, accommodation establishment rates, car rental rates
 - Provide Access to View new negotiated rates on the Online Booking Tool (OBT)
 - Description of any automated tools that will be used to assist with maintenance and processing of the said negotiated rates.
- Provide Standard Operating Procedure that the TMC will follow to provide the after-hour support.
 - This will include, but not limited to:
 - how it is accessed by Travelers,
 - where it is located, centralized/ regionalised, in-country (owned)/ outsourced etc.
 - is it available 24/7/365
 - Reminders to the KZN Tourism and Film to process purchase orders within 24 hours to reduce queries on invoices
- Description on how the TMC will ensure that travel bookers are informed of the travel booking processes.
- Description of how the solution modules that will be used for Global Distribution System (GDS), Online Booking Tool (OBT) or Self-Booking tool (SBT).
- The solution modules must clearly outline the OBT amid Bookings, Approvals, Safety & Risk, Payments and Expense, Reporting and analytics and Mobile Applications. This

should include how the travel consultants' access and book web airfares inter-alia non-GDS inventories (low-cost carriers/ consolidators), and hotel web rates.

- In addition, the TMC must describe how the data management and information management including traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour, transaction level data, etc.
- Give actual examples of standard reports that you currently have available. Give an indication if reports can be customized.
- Provide a description of all technology and reporting products proposed for KZN Tourism and Film
- Describe the compatibility of the online solution to fully integrate into KZN Tourism and Film's ERP. Indicate the turnaround time to complete the process of integration.
- Provide a comprehensive transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
- Provide a disaster recovery plan used as a backup during disaster.
- Ensure the OBT approvals are always in line with KZN Tourism and Film's Delegations of Authority.

3.2. FINANCIAL PROPOSAL

The financial offer must contain a Budget breakdown. The budget breakdown must be guided by the attached Excel spreadsheet for all service fee rates:

Bidders are requested to use the schedule attached AS ANNEXURE C

4. SCOPE OF WORK

The minimum scope of service shall include domestic, regional, and international travel as follows:

- a) Reservations for airline ticketing.
- b) Supply travellers with required information on visa and Insurance services.
- c) Provide incidental services such as issuance/delivery, revalidation, re-routing, reissuance, reconfirmation, processing refunds and cancellations.
- d) Preparation of suitable itineraries (including alternative routings, departures, and arrivals).
- e) Reservations for accommodation.
- f) Reservation for car rental and shuttle services.
- g) Conduct workshops (as and when required) and training sessions for all personnel

- involved in travel management within KZN Tourism and Film.
- h) Ensure value for money in the provision of travel services for KZN Tourism and Film officials.

4.1 Operational Requirements

In line with the scope of work bidders must demonstrate, in their proposal capabilities to undertake travel operations in the following service categories:

4.1.1 Reservations

The Travel Management Company (TMC) will:

- a) Receive travel requests from travel bookers, respond with quotations confirming the availability of reservation. Upon the receipt of the relevant approval, the TMC will issue the required e-tickets and vouchers immediately 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) Apprise themselves of all travel requirements for destinations to which travellers will be travelling and advise the traveller of alternative plans that are more cost effective and more convenient where necessary.
- d) Obtain a minimum of three (3) price comparisons / quotations for all travel requests where the routing or destination permits.
- e) Quote and book on best price of the day/negotiated discounted fares and rates, where possible.
- f) Should keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- g) Book parking facilities at the airports where required for the duration of the travel.
- h) Respond timely and process all queries, requests, changes, and cancellations timeously and accurately.
- i) Should be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- j) Should issue all necessary travel documents, itineraries, and vouchers timeously to traveller(s) prior to departure dates and times.
- k) Advise the traveller of all visa and inoculation requirements well in advance.
- l) Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- m) Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- n) Facilitate the bookings that are generated through TMC or third-party Online Booking Tool (OBT) where it can be implemented.
- o) Note that, unless otherwise stated, all cases include domestic, regional, and

international travel bookings.

- p) Negotiated airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by National Treasury are **non-commissionable**, where commissions are earned for KZN Tourism and Film's bookings all these commissions should be returned to KZN Tourism and Film on a monthly basis.
- q) Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by KZN Tourism and Film.
- r) Timely submission of proof that a good service was delivered (invoices) as per KZN Tourism and Film's instructions.
- s) Keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel, 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

4.1.2 Turnaround Times

- The TMC will be required to adhere to the following turnaround times for requests:
- Local Travel Bookings - within four (4) working hours;
- International Travel - within twelve (12) hours;
- After Hours Emergency Response times – within one (1) hour;
- Quotes must be aligned to KZN Tourism and Film Policy;
- All enquiries and complaints must be investigated and prompt feedback to be provided within twenty-four (24) hours;
- Financial Management – queries to be resolved within five (5) working days; and
- Penalties and other applicable punitive measures will be included by KZN Tourism and Film as part of the
- overall contract in respect of poor or non-performance.

4.1.3 Air Travel

- a) The TMC should be able to book full-service carriers as well as low-cost carriers.
- b) The TMC will book the most cost-effective airfares possible for domestic travel.
- c) For international flights, the airline which provides the most cost effective and practical routings may be used.
- d) The TMC should obtain three or more price comparisons / quotations international flights where applicable to present the most cost effective and practical routing to the traveller.
- e) The airline ticket should include the applicable airline agreement number as well as the individual loyalty programme number of the traveller (if applicable).
- f) Airline tickets should be delivered electronically (SMS, email format or mobile app) to the traveller(s) and travel bookers promptly after booking before the departure time and date.
- g) The TMC will source the most cost-effective booking of charters for VIPs 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 on a monthly basis.
- i) The TMC should during their report period provide proof that bookings were made against the discounted rates on the published fares 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 lounge access if required.

4.1.4 Accommodation

- a) The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- b) The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller.
- c) KZN Tourism and Film travellers may only stay at accommodation establishments with which government has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National Treasury.
- d) Accommodation vouchers should be issued to all KZN Tourism and Film travellers for accommodation bookings and should be invoiced to KZN Tourism and Film as per arrangement. Such invoices should be supported by a copy of the original hotel accommodation charges.
- e) The TMC should during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.

- f) Cancellation of accommodation bookings should be done promptly to guard against no show and late cancellation fees.

4.1.5 Car Rental and Shuttle Services

- a) The TMC will book the approved category vehicle in accordance with the KZN Tourism and Film Travel Management Policy with the car rental service provider from the closest rental location (airport, hotel, and venue).
- b) The TMC should advise the traveller on the best time and location for collection and return considering the traveller's specific requirements of car or shuttle.
- c) The TMC should ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages, and accidents, etc.
- d) For international travel the TMC may offer alternative ground transportation to the traveller that may include rail, buses, and transfers.
- e) The TMC will book transfers in line with the KZN Tourism and Film's Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- f) The TMC should manage shuttle companies on behalf of the KZN Tourism and Film and ensure compliance with minimum standards. The TMC should also negotiate better rates with relevant shuttle companies.
- g) The TMC should during their report period provide proof that negotiated rates were booked, where applicable.

4.1.6 After hours and Emergency Services

The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency assistance for reservations, changes to travel plans and other travel booking emergencies.

4.1.7 Communication

- a) The TMC must conduct workshops and training sessions for all personnel involved in travel management within the KZN Tourism and Film.
- b) All enquiries should be investigated, and prompt feedback be provided in accordance with the provisions of the contract.
- c) The TMC should ensure sound seamless communication with all stakeholders.

4.1.8 Financial Management

- a) The TMC should implement the rates negotiated by National Treasury with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- b) The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to KZN Tourism and Film for payment

within the agreed time.

- c) Enable savings on total annual travel expenditure and this should be reported, and proof provided during monthly and quarterly reviews.
- d) The TMC will be required to offer a 30-day bill-back account facility to the institution should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices KZN Tourism and Film for the services rendered. The TMC must consolidate Travel Supplier bill-back invoices.
- e) Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- f) KZN Tourism and Film has a travel lodge card and virtual travel card in place, the TMC should be responsible to process the payment of air, accommodation and ground transportation and will also be responsible to consolidate through a corporate card vendor.
- g) The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to KZN Tourism and Film's Financial Management on the agreed period (e.g. monthly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documents to the invoices reflected on the service provider bill-back report or the credit card statement.
- h) Ensure Travel Supplier accounts are settled timeously.

4.1.9 Technology, Management Information and Reporting

- a) The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tool.
- b) The TMC must implement an Online Booking Tool to facilitate domestic, regional, and international bookings to optimise the services and related fees.
- c) All management information and data input must be complete and accurate.
- d) Reports must be provided as per KZN Tourism and Film's specific requirements at the agreed time. Information should be available on a transactional level that reflects detail, including the name of the traveller, date of travel, and spend category (for example, air travel, shuttle, accommodation).
- e) KZN Tourism and Film may request the TMC to provide additional management reports at no additional cost.
- f) Reports must be available in an electronic format for example Microsoft Excel and must include but not limited to the following:
- g) The TMC must ensure that the OBT is insured for any cyber-attacks that may compromise the entity's employees' personal information.
- h) The TMC must ensure that the OBT is compliant with the Protection of Personal Information Act (POPIA).

4.1.10 Travel

- a) After hours' Report.
- b) Compliments and complaints.
- c) Consultant Productivity Report.
- d) Extension of business travel.
- e) Upgrade of class of travel (air, accommodation, and ground transportation); and
- f) Bookings outside Travel Policy.

4.1.11 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) Reconciled reports for Travel Lodge card and Virtual Travel Card statement;
- f) No show report;
- g) Cancellation report;
- h) Receipt delivery report.
- i) Monthly Bank Settlement Plan (BSP) Report.
- j) Refund Log.
- k) Open voucher report, and
- l) Open Age Invoice Analysis.
- i) The TMC will implement all the necessary processes and programs to ensure that all the data is always secure and not accessible by any unauthorised parties.

4.1.12 Account Management

- a) An Account Management structure should be put in place to respond to the needs and requirements of KZN Tourism and Film and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.
- b) The TMC should appoint a dedicated Account or Business Manager who is ultimately responsible for the management of the KZN Tourism and Film's account.
- c) The necessary processes should be implemented to ensure good quality management and always ensuring traveller satisfaction.
- d) A complaint handling procedure should be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- e) Ensure that the KZN Tourism and Film's Travel Policy is enforced.
- f) The SLA should be managed, and customer satisfaction surveys conducted to measure the performance of the TMC.
- g) Ensure that workshops/training are provided to all personnel involved in travel management within KZN Tourism and Film.
- h) During reviews, comprehensive reports on the travel spend and the performance in terms of the contract should be presented.

4.1.13 Value Added Services

The TMC should provide the following value-added services:

- a) Destination information for, domestic, regional and international destinations:
 - i. Health warnings;
 - ii. Weather forecasts;
 - iii. Places of interest;
 - iv. Visa information;
 - v. Travel alerts;
 - vi. Location of hotels and restaurants;
 - vii. Information including the cost of public transport;
 - viii. Rules and procedures of the airports;
 - ix. Business etiquette specific to the country;
 - x. Airline baggage policy; and
 - xi. Supplier updates
- b) Electronic voucher retrieval via web and smart phones.
- c) SMS notifications for travel confirmations.
- d) Travel audits.
- e) Global Travel Risk Management.
- f) VIP services for Executives that include but is not limited to check-in support.

4.1.14 Cost Management

- a) The National Treasury cost containment initiatives and KZN Tourism and Film's Travel Policy are establishing the basis for cost savings culture.
- b) It is the obligation of the TMC to always advise on the most cost-effective option, and costs should be within the framework of the National Treasury cost containment instructions.
- c) The TMC plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction.
- d) The TMC should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are in accordance with KZN Tourism and Film'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.

4.1.15 Monthly, Quarterly and Annual Travel Reviews

- a) Reviews are required to be presented by the TMC on all KZN Tourism and Film travel activity. These reviews are comprehensive and presented to KZN Tourism and Film's Finance and SCM team as part of the performance management reviews based on the

service levels.

b) These Travel Reviews will include without limitation the following information:

- i. Total travel spends.
- ii. Air spend analysis
- iii. Accommodation Spend analysis
- iv. Car hire spend analysis
- v. Extended business travel
- vi. Top travellers
- vii. Top suppliers
- viii. Top after hours users
- ix. Savings report
- x. Refunds report
- xi. After hours report
- xii. Most common routes, Domestic and International
- xiii. Number of transactions
- xiv. Advance booking analysis
- xv. Missed savings report
- xvi. Business spend report.

4.1.16 Office Management

The TMC to ensure high quality service to be always delivered to the KZN Tourism and Film's travellers. The TMC is required to provide KZN Tourism and Film with highly skilled and qualified human resources of the following roles but not limited to:

- i. Account Manager
- ii. Travel Consultants
- iii. System Operations Manager
- iv. Travel Manager (Operational)
- v. Admin back office (Creditors/Debtors/ Finance processors)

4.1.17 Online Travel Solution owned and/or managed by the bidder

4.1.17.1 Online Booking System

The bidder must have an online booking system used for processing all travel reservations e.g. Global

Distribution System (GDS), showing its full functionality including but not limited to:

- Booking
- Cancellation
- Example of invoice
- Example of available reporting

4.1.17.2 Online Booking Tool (OBT)

- The TMC must have their own Online Booking Tool (OBT) where EDTEA travellers can request and
- book their official business trips online.

- Minimum Additional Requirements for the Travel

5. TEAM COMPOSITION

NO	Job Title	Qualification	Knowledge and Experience
1	Account Manager	<p>Must have an officially recognized National Diploma (NQF6) in Sales, Business Management, Communications, Marketing and Customer Relationship Management, Business Administration or any other related Business/accounting field</p> <p>Copy of the qualifications</p>	<p>Account Manager must have 3 – 5 or more years of experience in managing travelling and accommodation services which includes:</p> <ul style="list-style-type: none"> • Client Relationship • Accounts Management • Experience of working in a Customer Service Orientated Environment • Solution Development for identified Improvement areas • Coordinating involvement of any relevant business personnel • Address consumer concerns • Information management and reporting. • Data and business system analysis. • Understanding of government systems; and • Training and skills transfer
2	Systems Operations Manager	<p>Must have an officially recognized National Diploma (NQF6) in Computer Sciences/information technology and or Information Systems</p> <p>Copy of the qualifications</p>	<p>Systems Operations Manager must have 5 – 7 or more years of experience years of experience in managing travelling and accommodation services which includes:</p> <ul style="list-style-type: none"> • Installations, Support and Maintaining of Servers or other financial and travel systems • Planning for and responding to service outages and other

			<p>problems</p> <ul style="list-style-type: none"> • Disaster Recovery management • Experience in overseeing the online travel system and operations • Ensuring that all processes are performing correctly and efficiently
3	Travel Consultant	<p>Must have an officially recognized (NQF6) National Diploma in hospitality, tourism, business or relevant field</p> <p>Copy of the qualifications</p>	<p>Travel Consultant must have 3 – 5 or more years of experience years of experience in managing travelling and accommodation which includes:</p> <ul style="list-style-type: none"> • International and Domestic reservations and travel • Fares and ticketing • Other travel requirements • Customer service • Knowledge of online travel platforms • A sound geographical knowledge of South Africa • Strong administration skills

6. COMPANY EXPERIENCE AND REQUIREMENTS

The following should be submitted:

6.1 The bidder should provide details of the actual work or project completed from contactable corporates or government clients from 2 - 5 or more verifiable references where the bidder has provided travel, accommodation and conference services. The letter must include the company name, contact details, contract duration and value of the contract as well as description of services.

6.2 The bidder has three (03) or more years of experience in the online traveling and accommodation industry. A company profile must be submitted as proof of evidence or any other related document in demonstrating company experience, execution & management of projects in an online travelling and accommodation services.

6.3 The company must provide Membership Accreditation of Association of South African Travel Agents (ASATA) Membership and International Association of Travel Agents (IATA) Membership.

7. LOGISTICS AND TIMING

7.1 Duration of the Contract

The period of execution of the service contract will commence from the date of signing the service level agreement for a period of thirty-six (36) months.

7.2 Reporting

The service provider will report directly to the Chief Financial Officer or to the delegated representative of the department as and when required. Qualitative management of the service / performance must be overseen by the bidder and in line with the agreed upon SLA.

The following procedures/processes will inform the contract between the appointed Bidder and KZN Tourism and Film;

- a) Before any work can commence a service level agreement (SLA) shall be signed by both parties (KZN Tourism and Film and the successful service provider and should there be any dispute regarding finalization of the agreement, KZN Tourism and Film reserves the right to cancel the contract/ order with no cost implications for the entity.
- b) The service provider will provide the training and transfer of skills to KZN Tourism and Film bookers and approvers.

- c) The appointed service provider will provide all training materials and resources for use during the training.
- d) The Bidder/s should be willing to avail themselves for logistic meetings or any other meetings regarding the training project.

8. EVALUATION CRITERIA

The bid for the appointment of each service provider will be evaluated on compliance, mandatory requirement, functionality, preference point system and specific goals in accordance with the Preferential Procurement Regulation 2022.

Phase 1: COMPLIANCE

- ***The bidder must be registered as a vendor on the National Treasury Central Supply Database (CSD). If not registered, the bidder must make means to register in order to bid for the process: Link below for registration on the database:***

[Register user - Central Supplier Database Application \(csd.gov.za\)](https://csd.gov.za)

- ***The bidder must be in good standing with SARS, the information will be verified through Central Supply Database (CSD) and SARS e-filing pin in compliance with Instruction Note 9 of 2017/2018 prior to the award of the quotation.***
- ***Completed Standard Bidding Documents (SBDs), Defaulters etc.***

Phase 2: MANDATORY REQUIREMENTS (*disqualifying requirement*)

- To provide proof of Association of South African Travel Agents (ASATA) Membership
- To provide proof of International Association of Travel Agents (IATA) Membership

Phase 3: EVALUATION ON FUNCTIONALITY

The service provider must score a minimum of 60 % for phase 3A of the functionality evaluation to be invited for phase 3B presentations. And a minimum score of 60% of the technical presentation is required to be evaluated further for price and preference points. **Refer to Annexure 1** below, for the information that must be provided and supported with documentation in order for the bid proposal to be evaluated and scored on Functionality.

Phase 4: APPLICATION OF PREFERENCE POINT SYSTEM AND SPECIFIC GOALS:

The 80/20 preference points system will be applicable for the evaluation of this process in accordance with the Preferential Procurement Regulations 2022.


	Specific Goals
Price	80
Ownership Goals	
<ul style="list-style-type: none"> At least 51% Black Africans, Indians or Coloreds owned companies 	05
<ul style="list-style-type: none"> At least 51% Women owned companies 	05
<ul style="list-style-type: none"> At least 51% Youth owned companies 	10
Total	100


Kindly Refer to Table 1 of SBD 6.1 of the Preference Claim Form to claim for Points.


Verification of Specific Goals:


- **Black Africans, Indians or Coloreds verification** will be conducted through submission of the Sworn Affidavit or BBBEE Certificate with a summary report.
- **Women verification** will be conducted through submission of the Sworn Affidavit or BBBEE Certificate with a summary report or CSD Report.





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- **Youth verification** will be conducted through submission of the Sworn Affidavit or BBBEE Certificate with a summary report or CSD Report.

Failure on the part of a tenderer to submit proof or documentation required in terms of this bid to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

The organ of state reserves the right to require of a tenderer, either before a Quotation is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

ANNEXURE 1: EVALUATION GRID
EVALUATION CRITERION FOR FUNCTIONALITY PHASE 3 (A):

CRITERION	WEIGHT	MAXIMUM	INITIAL ASSESSMENT
BIDDER'S NAME _____			
Transition Management Plan Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition which includes:		(30)	
Programme for setting up the On-line booking system			
Outline the Programme for setting up the On-line booking system, e.g. activities, responsibilities, timelines etc. (Max 10points) ;	Good	10	
Failure to outline the programme shall result to no points allocated = 0	Poor	0	
Manual booking process			
Outline the manual booking process (as an interim solution) (Max 10 points); and	Good	10	
Failure to outline manual booking process shall result to no points allocated = 0	Poor	0	
On-boarding of the service providers and training/workshops			
Outline the On-boarding of the service providers and training/workshops (Max 10 points	Good	10	
Failure to outline on-boarding of the services shall result to no points allocated = 0	Poor	0	
The Bidder must attach 2- 5 or more verifiable references, the bidder should provide details of the actual work or project completed from contactable corporates or government clients where the bidder has provided travel, accommodation and conference services. The reference letter must include the company name, contact details, contract duration and value of the contract as well as project description.		(20)	
5 or more Reference letters attached	Very Good	20	
3-4 Reference letters attached	Good	15	
2 Reference letters attached	Fair	12	
Less than 2 Reference letters or none	Poor	0	
The bidder has three (03) or more years of experience in the online traveling and accommodation industry. A company profile must be submitted as proof of evidence or any other related document in demonstrating company experience, execution & management of projects in an online travelling and accommodation services.		(20)	

3 or more years of experience	Good	20	
Less than 3 years of experience or no experience	Poor	0	
Key Experts; a detailed CV and Qualifications must be submitted for each Key Expert		(15)	
Key Experts 1: Qualifications and Experience of Account Manager			
Qualification			
Must have an officially recognized National Diploma (NQF6) in Sales, Business Management, Communications, Marketing and Customer Relationship Management, Business Administration or any other related business/accounting field.	Good	(5)	
No qualifications	Poor	(0)	
Account Manager experience			
5+ Years' Experience	Good	10	
3 -4 Years' Experience	Fair	6	
Less than 3 Year' Experience or none	Poor	0	
Key Expert 2: Qualifications and Experience of Systems Operations Manager		(15)	
Qualifications			
Must have an officially recognized National Diploma (NQF6) in Computer Sciences/information technology and or Information Systems	Good	(5)	
No qualifications	Poor	(0)	
Systems Operations Manager experience			
7+ Years' Experience	Good	10	
5 – 6 Years' Experience	Fair	06	
Less than 5 Years' Experience	Poor	0	
Key Experts 3 Qualifications and Experience of Travel Consultant		(15)	
Qualification of a Travel Consultant			
Must have an officially recognized (NQF6) National Diploma in hospitality, tourism, business or relevant field	Good	5	
No qualifications	Poor	0	
Travel Consultant experience			
5+ Years' Experience	Good	10	
3 -4 Years' Experience	Fair	6	
Less than 3 Year' Experience or none	Poor	0	
TOTAL		115	
Minimum passing score		60% or 69 points	

Minimum Required Score = 60%

EVALUATION CRITERION FOR FUNCTIONALITY ON TECHNICAL PRESENTATION
PHASE 3 (B):

<p>1</p>	<p>Manage all Online bookings on the recommended system</p> <ul style="list-style-type: none"> • Demonstrate the commencement of the booking process from when the travel request is uploaded on to the system to the creation of an order number. The system should be easy to navigate. • Demonstrate how the OBT negotiated rates by the National Treasury for all categories will be set up for KZN Tourism and Film • Demonstrate for compliance how a full access to view new negotiated rates on the OBT will be provided. 	<ul style="list-style-type: none"> • Accommodation = 5 points • car rental = 5 points • Flights = 5 points <p>Failure to demonstrate accommodation, car rental and flights shall result to no points allocated = 0</p>	<p>15</p>
<p>2</p>	<p>Manage group bookings</p> <p>Demonstrate how the group bookings for <i>inter alia</i> meetings, conferences and events are done with ease for the booker.</p>	<ul style="list-style-type: none"> • Group booking or conferences = 5 points <p>Failure to demonstrate group bookings or conferences shall result to no points allocated = 0</p>	<p>5</p>
<p>3</p>	<p>OBT travel manager review and approvals</p> <p>Demonstrate the approval processes in line with Travel Policy and the following scenarios:</p> <ul style="list-style-type: none"> i) review of quote by travel booker; ii) approval of process flow iii) how does the booker / traveller gets notified of the approved booking. <p>How does the system upload the booking documents</p>	<ul style="list-style-type: none"> • Review of quote by travel booker = 2 points • Approval flow process = 4 points • notification methods to the traveller and booker = 2 points • uploading of booking documents = 4 points <p>Failure to demonstrate the above scenarios shall result to no points allocated = 0</p>	<p>12</p>

4	<p>Reporting and data analysis</p> <p>Demonstrate how the OBT shall generate the following reports:</p> <ul style="list-style-type: none"> i) Automated intelligent reporting capabilities and reporting format ii) Out of policy bookings trail iii) Missed savings iv) Travel spends on <i>inter alia</i> flights, accommodation, car rental, conference/events, shuttle and transfer v) No show reports cancellations 	<ul style="list-style-type: none"> • Automated intelligent reporting capabilities and report format = 2 points • Out of policy bookings trail = 2 points • Missed savings = 2 points • Travel spends on <i>inter alia</i> flights, accommodation, car rental, conference /events, shuttle and transfer = 2 points • No show report = 2 points • Cancellations = 2 points <p>Failure to demonstrate the above reports shall result to no points allocated = 0</p>	12
5	<p>Mobile Application</p> <p>Demonstrate the functionality that can be provided by the mobile application on the following:</p> <ul style="list-style-type: none"> i) booking via App ii) approval process via app iii) traveller and booker notification, iv) traveller itinerary and documentation upload, alert to flight changes/ delays, cancellations and safety warnings, 	<ul style="list-style-type: none"> • Booking via App = 2 points • traveller messaging = 2 points • approval request for managers on mobile = 2 points • traveller itinerary and booking confirmation = 2 points • urgent alert and traveller safety information = 2 points • Full traveller booking confirmation function by travel booker and Responsibility manager for confirmed bookings = 1 points <p>Failure to demonstrate the above mobile application shall result to no points allocated = 0</p>	11
6	<p>Cyber Security & POPIA Compliance</p> <p>Demonstrate how the Online booking system is protected from any cyber-attacks that may compromise the personal information of the travellers and the entity.</p> <p>Demonstrate the insurance against Cyber attacks</p> <p>Show a disaster recovery plan where the entity is not affected in the case of any cyber-attacks.</p> <p>Show how personal information of staff will be protected in compliance to POPIA</p>	<ul style="list-style-type: none"> • Protection from cyber-attacks = 4 • Insurance =3 • Disaster Recovery= 3 	10
Overall Score Total			65
<p>Minimum Functionality points which equate to 60% or 39 points. Presentations that score less than the minimum functionality of 60% shall not be considered for the next evaluation phase.</p>			

NOTE: The entity will only invite bidders who have passed phase 3(A): Functionality requirements and mandatory requirements to make technical presentations.

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APPROVED/NOT APPROVED:

----- **DATE:** -----
Sbusiso Gumbi
Chief Executive Officer