

**Address of Registered Office:**

Old Government Printers  
No.5 Textile Road  
Vulindlela Heights  
Mthatha  
5100

**Postal Address:**

P.O Box 1134  
Mthatha, 5100



Tel : +27 (0) 47 531 0346

Fax: +27 (0) 47 531 4121

E-Mail : info@ntinga.org.za

Website : www.ntinga.org.za

**REQUEST FOR QUOTATION – RFQ 03/02/2022****Notification Date: 03/02/2022**

**MANAGEMENT OF TRAVEL AND ACCOMMODATION SERVICES: NTINGA OR TAMBO DEVELOPMENT AGENCY: 1 Year contract**

Interested bidders are invited for the management of travel and accommodation services for Ntinga OR Tambo Development Agency. Bidders must be registered with a recognized body such as ASATA or IATA.

Quotations will be evaluated in two stages: 1. Functionality 2. Price and Preference.

**Functionality Scoring (Stage 1)****Bidders will be evaluated for functionality on the following objective criteria:**

Functional Criteria	Evaluation Criteria	Points
Key Personnel Attach CV's	1 x Senior travel account manager (5 years or more)	10
	2X travel consultant (2 years or more)	20
	1x Financial Account Manager (5 years or more)	10
Management information system (Attach Proof of IT Infrastructure/booking software)	Technological capability	10
Bidders corporate agreements with airlines, accommodation establishments and vehicle rental companies	Existence of valid agreements across all categories	20
Financial capacity (Financial Statements & Cash-flows)	Source of funding(attach proof of credit facility with accredited financial services provider)	30
<b>Total</b>		<b>100</b>

To qualify for the 2<sup>nd</sup> stage of evaluation the bidder should score a minimum of qualifying score of 70 for functionality. **Pricing to be completed in the Annexure AB provided below.**

**PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT (PPPFA) POINTS WILL BE AWARDED AS FOLLOWS:**

**Stage 2 of evaluation (Price & Preference)**

PRICE - 80  
B-BBEE Status level - 20  
**TOTAL - 100 POINTS**

*Ntinga O.R. Tambo Development Agency SOC Ltd: A Municipal Entity of the O.R. Tambo District Municipality (Reg. 2016/272582/30)*  
**Directors:** Ms. U.N. Mkize; Dr. L.L. Ndabeni; Ms. N.S.N. Bam; Dr. N.T. Ndhane;  
Ms. N.D.A. Ngovvu; Mr. M.M. Pupuma; Mr L. Mbiko (CEO)

**Bidders should take note of the following conditions (Failure to provide mandatory information in this proposal may result in the submission considered as non-responsive.**

- Quotations will be evaluated according to the compliance with Preferential Procurement Policy Framework Act.
- The bids should include company registration number, tax reference number, valid tax clearance certificate or tcc code, certified copy of ID document, vat registration no, quotation validity period, delivery period, signature. **FAILURE TO SUPPLY ALL THE ABOVE REQUESTED INFORMATION WILL RENDER YOUR BID INVALID / NON RESPONSIVE**
- Ntinga O.R. Tambo Development Agency Supply Chain Management Policy will apply available for download [www.ntinga.org.za](http://www.ntinga.org.za)
- A letter of confirmation from the local municipality where the bidder pays rates must be attached confirming that all rates and taxes are no more than 3 months in arrears.
- Ntinga O.R. Tambo Development Agency does not bind itself to accept the lowest price bid or any other bid and reserves the right to award the whole or part of the bid.
- Original or certified copy of Broad Based Black Economic Empowerment Certification should be attached if not attached your bid will score zero for preference points.

Quotations clearly marked "RFP 03/02/2022 Travel and Accommodation" may be emailed to [rfq@ntinga.org.za](mailto:rfq@ntinga.org.za) and/or deposited in a bid box placed in the Security guards room in O.R.Tambo Offices at the following address: OLD GOVERNMENT PRINTERS, No.05 Textile Road, Vulindlela Heights, Southernwood, Mthatha, 5099. Late quotations will not be considered. **Closing Date Friday, 11 February 2022 at 12:00.** For enquiries please contact Mr O. Muteyi at 047 495 0543 and/or by email at [olwethumm@ntinga.org.za](mailto:olwethumm@ntinga.org.za)



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**Mr M Mpatheni**  
**Acting Chief Finance Officer**

**MANAGEMENT OF TRAVEL AND ACCOMMODATION SERVICES: NTINGA OR TAMBO DEVELOPMENT  
AGENCY: 1 Year contract**

**PRICING SCHEDULE**

Description	Bidder's service fee in percentage
1. Domestic air tickets	
2. International air tickets	
3. Domestic vehicle hire	
4. International vehicle hire	
5. Bus bookings	
6. Domestic accommodation	
7. International accommodation	
8. Domestic shuttle/ chauffeur services	
9. International shuttle/ chauffeur services	
10. International travel packages	
11. Conferencing	
Total (Kindly total all the percentages above and divide by 11)	

Signed .....

Date: .....

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**Minimum Specification Travel and Accommodation Services**

1. This bid is for the management of travel arrangements of the Ntinga OR Tambo Development Agency SOC Ltd for a year from the date of signing the acceptance portion of the appointment letter and a subsequent service level agreement to be entered into with the successful bidder.

Bidders must be registered with a recognized body such as IATA or ASATA.  
Bidders must attach proof of registration with the bid document.

The Ntinga OR Tambo Development Agency requires business travel specialists that can effectively manage, plan and purchase all the travel requirements as well as provide meaningful management information on travel trends and expenditure.

**2. SERVICE PROVIDERS**

Ntinga OR Tambo Development Agency is to enter into agreement with the preferred travel management firm, and any other service level agreements with service providers flowing from this request for quotations, e.g. airlines, car rental, accommodation establishments, etc., will be entered into by the Travel Management Company directly with the service providers

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Ms. N.D.A. Ngewu; Mr. M.M. Pupuma; Mr L. Mbiko (Acting CEO)*

Bidders are to clearly advise which service providers are to be used for air travel, car rental, hotel accommodation and shuttle services and must clearly indicate who the preferred service provider is and differentiate between pricing packages per service provider. Bidders are to tap into government rates with establishments where possible in order to transfer cost benefit to Ntinga. Bidders are required to source various quotations from different service providers depending on the travel needs of the traveler.

Bidders are to negotiate the best corporate deal with various service providers for the Ntinga OR Tambo Development Agency SOC Ltd i.e. Airfare, Car rental, and hotels.

## **2.1 PRESENTATION**

A presentation may be required to be done to a forum of Ntinga officials should the need arise.

The following issues are to be considered when responding to the RFQ: -

### *Travel Arrangements - General*

Reservations for both domestic and international travel.

Arrangements of visas for international travel. (except where the traveler will have to arrange it themselves.)

Advice on any inoculations required for international travel.

Covid related restrictions and or requirements with the various establishments  
SMS and email confirmation facility to advise traveler of:

- Air ticket number
- Car rental reservation number
- Accommodation reservation number
- Shuttle service reservation

Delivery of travel documents to the traveler.

**Provision of after-hours service for bookings as well as the resolving of travel problems at no extra cost.**

Electronic tracking and reporting on unused bookings for air travel, accommodation and car rental.

Indication as to what guarantees can be provided in terms of the reduction of travel costs.

Details of international arrangements with foreign-service providers. This information must be provided in a covering letter.

#### Air Travel

Domestic – sourcing the most economical air tickets (discounted and thereafter full economy) from both major and low cost airlines by providing the most economical quote for the traveler.

International – sourcing the most economical air tickets (discounted and thereafter full economy) by offering flights on the most direct route and the provision of these quotes to the traveller for decision.

The Ntinga OR Tambo Development Agency must receive the best possible rate upfront. Savings must be indicated on the flight invoice.

#### NOTE:

The travel costs/prices should be based on one-way flights. If return fares are different, this should also be supplied. The option of economy and discounted economy class should be used highlighting issues such as seven (7) days in advanced booking, etc.

Management of loyalty miles earned by travelers.

**Indication as to whether the bidder can extend any special offers from time to time.**

#### Car Rental

Indication of the grades and selection of vehicles available in each grade for domestic car and van hire.

Indication as for what period the rental rates will be fixed.

Provision of preferential treatment for Ntinga OR Tambo Development Agency

travelers i.e. speedy supply of vehicle.

Ability to accommodate urgent car rental requests.

If the bidder has any preferential international car hire agreements, it must be stated

Provision of international car rental.

Provision of vehicles for disabled drivers.

#### Shuttle / chauffeur service

Provision of these services as an alternative as means of cost -savings.

The Bidder must provide arrangements in place for the rendering of these services.

#### Accommodation at Hotels and Bed and Breakfast establishments

Hotel reservations at 3 and 4 star standard hotels provided by various hotel groups preferably where the conference/seminar or workshop is being held.

Reservations at a remote hotel where it is not practical to be accommodated in a 3 or 4 star standard hotel.

Ability to make reservations at Bed and Breakfast establishments and resorts in towns where there are no hotels available as well as reservations at game and national parks at reasonable tariffs.

Where tariffs are excessive, the bidder will be required to consult with the traveler for approval of cost.

Provision of international accommodation on the same standard as domestic accommodation. If the bidder has any preferential international links, these are to be stated.

The bidder is to clearly state what the service rate covers (Incl / Excl breakfast, etc.)

Provision of a comprehensive booking confirmation document to the traveler including:

- A map of the area where the accommodation has been booked; and
- Emergency telephone number of the Bidder which must be available on a 24 hour basis.

Packages provided by tour operators for international travel on an occasional basis

Occasionally, the bidder might request a tour operator to make international travel arrangements.

## **2.2 MANAGEMENT INFORMATION SERVICES (MIS)**

The bidder must submit a proposal (with examples if possible) of the type of statistical data and management information that would be available.

The bidder is requested to highlight their technological capability in terms of Internet, Electronic Data Information (EDI) and Electronic Funds Transfers (EFT), etc.

## **2.3 EXPERIENCE**

Bidders are required to give satisfactory evidence that they have experience and the capability to fulfil the contract requirements which must be submitted with this bid document.

References of at least three major clients must be provided.

Bidders are requested to submit prices in **Annexure B**.

- In the case of air travel, car rental and accommodation government rates per service category and the applicable discounts offered against each service must be provided.
- Stipulate which services will be subject to value added tax – **Annexure A**.
- Stipulate any other “costs” that will be incurred, i.e. airport tax, insurance, etc.

## **2.4 DISCOUNT TERMS**

Bidders are to indicate discounts offered against standard price schedules.

### NOTE:

The Ntinga OR Tambo Development Agency SOC Ltd must receive upfront discount at the best possible rate. A volume rebate structure offered by



suppliers carries a 'risk' factor for the Ntinga OR Tambo Development Agency as factors often out of our control can affect volumes i.e. reduced sales, reduced operational expenses, etc.

## **2.5 PRICE DURATION**

**It is preferred for rates to be firm and fixed for twelve months from the time that the bid is awarded**

### **NOTE:**

The Bidder must list any other costs not called for in the above. Bidders failing to do so, will, if awarded business, not be able to charge these costs as an after-thought at a later date. Not disclosing these costs up front also cannot be considered **as fair practice when competing against other suppliers.**

## **2.6 MANAGEMENT FEE CHARGED BY BIDDER**

- This Bid will be evaluated on a Service or Management Fee basis (as per the pricing schedule attached) and the Bidder is to clearly state what costs are applicable in the fee as per Price Schedule. Any direct cost e.g. courier charges should be stated separately.
- A guideline regarding billing should be provided and should be a simplified process that is easily accounted for.
- The bidder must provide a breakdown of the level of service provided, operations, accounting, etc.

### **○ TIME REQUIRED TO EFFECT SERVICE AND METHODS OF COMMUNICATION**

Bidders are required to state:

- The time it would take to place and confirm bookings for domestic and international travel arrangements.
- The manner they would propose receiving booking requirements.
- The manner they would propose confirming booking arrangements.

## **2.7 METHOD OF DELIVERY**

Bidders will be required where travel documents will be issued to send all documents via email to the booking agent at Ntinga and to the traveler.

## **2.8 SUPPLIER DETAILS AND CONTACT PERSONNEL**

Bidders must supply the following:

- A full breakdown of their organizational structure;
- Full contact details; and
- Dedicated personnel and back-up personnel together with their contact details.

## **2.9 FINANCIAL**

- The bidder must be able to supply supporting documentation (invoices, credit notes ,etc) as well as supporting spread sheets to the Ntinga OR Tambo Development Agency Offices on a weekly basis or within 7 days for both travel card and bill back transactions.
- Bidders must ensure that there is sufficient administrative and financial support to be able to render the service.
- All documents/invoices must be reflected in the name of the Ntinga OR Tambo Development Agency's VAT registration number which is 4790274841.
- All invoices must reflect our purchase order number issued to the bidder.
- Invoices/credit notes for air travel must accompany the bidder's invoices.
- Invoices/credit notes for land arrangements (accommodation, car rental, shuttle and chauffeur services and sundry items) must be accompany the bidder's invoices.

## 2.10 BASIS FOR SELECTION

The bid will be selected will be on the basis of but not limited to the following:

- The bidder must satisfy the Ntinga OR Tambo Development Agency that they have the necessary financial capacity, including working capital and other resources.
- The structure of the bidder, including key staff committed to this project and the vendor's capacity to provide high quality travel service.
- The bidder's experience and references from other clients of comparable enterprises.
- Names and contact numbers must be provided.
- Samples of the relevant reports to the management information system must be provided.
- The bidder's links with worldwide travel service organisations.

The bidder's 'corporate' agreements with airlines, hotels and car rental companies and shuttle services to be provided.

- Financial benefits to the Ntinga OR Tambo Development Agency in the form of discounts related to the bid.
- The quality, financial capacity and completeness of the proposal.

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