

**IZIKO MUSEUMS OF SOUTH AFRICA (IZIKO) - TRAVEL MANAGEMENT SERVICES
(REFERENCE: – FIN/TRAVEL-SERVICES/11/2019)**

Iziko Museums of South Africa (Iziko) invites suitably qualified and experienced travel management companies (TMC) to make travel, logistical arrangements as required for Iziko staff members and external parties associated with the museum, travelling across South Africa, and beyond for a period of three years (36 months).

1. BACKGROUND

Iziko is a Declared Cultural Institution in terms of the Cultural Institution Act, Act 119 of 1998 (as amended). Iziko is a Schedule 3A public entity and non-profit organisation, partly subsidised by the National Department of Arts and Culture (DAC), bringing together the 11 national museums, Planetarium, Social History Centre (archive) and three collection-specific libraries under a single banner. Iziko was formed in 1999 when five clusters of established museums in and around Cape Town were merged.

2. PURPOSE

The purpose of this request for a proposal is to appoint a travel manager company that will assist Iziko with travel arrangement of staff both locally and internationally. The travel agency will be expected to ensure that the most cost-effective and practical means of travel and accommodation are used at all times based on Iziko Supply Chain Management policies and guided by National Treasury Instructions/circulars issued on Cost Containment measures.

The main objectives of appointing a service provider would be to:

- Provide Iziko with a travel management services that are consistent, reliable and maintain a high level of traveller satisfaction in line with the service level
- Provide Iziko with a dedicated key account manager that is suitably qualified for the duration of the contract
- Achieve significant cost savings for Iziko without any degrading in the services
- Contain Iziko's risk and travellers risk
- Reconciliation and monthly/quarterly reports that are in line with the National Treasury Cost Containment Instructions

National Treasury has negotiated non-commissionable fares and rates with various airline carriers and other service providers. No override commission earned through the Iziko reservations will be paid to the TMC. An open book policy must be applied and any commissions earned through the Iziko contract must be declared and reimbursed to Iziko on a quarterly basis.

3. SCOPE OF WORK**Iziko will require a travel management service to be provided as follows:-**

- Travel arrangements will be made on the basis of the most convenient trip (shortest schedule possible in terms of the time schedule from departure to destination and return) at the best possible price to Iziko;
- The TMC should obtain three comparative quotes for all travel requirement components
- It is the TMC's task to advise the staff members on the most suitable travel option for the trip and where applicable, to explain the appropriate options to the staff members;
- Comprehensive local and international travel arrangements on behalf of Iziko consisting of inter alia accommodation, flights, car hire, shuttle service and conferences/workshops; venues and parking facilities;
- Assistance to be provided with obtaining passports, visas and international drivers' licenses and travel insurances and inoculation requirements;
- Monthly travel management reports that are in line with the National Treasury's Cost Containment policies and instructions notes to be provided;
- Facilities for smaller bed and breakfast/guest house that are occasionally required at short notice or for same day booking to be provided;
- Provision for the attendance of quarterly meeting with Iziko staff members to be made;
- Proof that the negotiated rates were booked where applicable to be provided by the TMC;
- Invoices to be reconciled with and/or cross referenced to Iziko requisitions and statements;
- Payment to service providers to be effected;
- Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the travel agency's account, subject to the outcome of a formal dispute process;
- Reasonable deals and rates to be negotiated for Iziko;
- Quick response time to travel requests to be provided;

- All travel arrangements to be performed in terms of the rules provided by Iziko including ensuring that all bookings are only processed against an officially authorised purchase order.
- Travel management services to be provided during normal office hours (Monday – Friday 8h00 – 17h00) as well as after hours, during weekends and holiday and emergency services.
- An after-hours contact number to be made available to all travellers to facilitate emergency bookings and changes in travel requirements

4. SERVICE REQUIREMENTS

The service provider is required to make the following reservations and the details of the process must be described for each of the following elements:

- Air Travel
- Accommodation
- Car Rental and Shuttle Services
- After hours and Emergency Services
- Financial Reporting
- Account management – applying applicable policies and instructions
- Communication with Iziko trip coordinators

The service provider must provide for the following value added services free of charge:

- Destination information for the regional and international destinations:
 - Visa information
 - Rules and procedures of the airports
 - Airline baggage policy
 - Travel alerts
 - Health warnings
 - Destination information for the regional and international destinations:
- VIP services for Executives and Council members that include, but not limited to check-in support
- SMS notifications for travel confirmations
- Global Travel Risk Management

5. COSTING – TRANSACTION FEE

Service providers are required to submit a proposal based on a transaction fee model. The transaction fee must be fixed per service and not as a percentage of the value or cost of the service provided by third parties. Refer to Annexure A for the fee template to be completed

Bidders should note the following:

- Iziko is not able to provide an estimated number of transactions per annum as expenditure on these services is dependent on the budget as well as the needs identified.
- Travel Management Companies are not allowed to receive rebates, overrides and any volume driven target incentives earned for government business. These payments and the practice of overrides must be discontinued for government business.
- Accommodation tariffs must be in line with National Treasury Directorates.
- Travel Management Companies or persons effecting bookings on behalf of Iziko are required to compare various accommodation facility rates before confirming a booking.

6. BID DOCUMENTS REQUIRED

Bidders must abide by Iziko’s Supply Chain Management policies and procedures by submitting the following bid documents.

The proposal should include the following mandatory documents:

Order	Mandatory Documents to be submitted in the order as indicated below
1.	Index confirming all contents.
2.	Cover Letter with signed acceptance of our invitation and acknowledgement of our stated requirements and terms.
3.	Company Profile.
4.	<ul style="list-style-type: none"> - International Air Transport Association (IATA) licence/ certificate (certified copy).Where a bidding company is using a 3rd party IATA licence, proof of the agreement and a copy of the certificate must be submitted - Proof of the Association of South African Travel Agents (ASATA) certificate /licence or any additional licenses and certificates applicable in this sector must be submitted

5.	Reference letters from three (3) references to whom services were provided that would demonstrate their competence to meet the full range of requirements. At least two (2) of the letters must be from a government institution
6.	Detailed pricing structure: A cost schedule detailing the full cost breakdown per transaction, inclusive of VAT as provided in paragraph 4 – Costing- Transaction Fee (the transaction fee must be a fixed amount per transaction type. The fee must be linked to the cost involved in delivering the service and not as a percentage of the value of the cost of the service provided by third-party service providers)
7.	Valid B-BBEE Certificate or Sworn Affidavit confirming the level of contribution for a Qualified Small Enterprise (QSE) and Exempted Micro Enterprise (EME) respectively.
8.	Central Supplier Database Report: Any Bidder should, in terms of National Treasury Instruction Note 3 of 2016/17, be registered as a Supplier on The National Treasury Central Supplier Database (CSD). If your company is not registered please, proceed to register prior to submitting your proposal by visiting the link: https://secure.csd.gov.za/Account/Register and submit proof of registration with your bidding documents;
9.	SBD 1 – Invitation to Bid
10.	SBD 3.3 - Pricing Schedule
11.	SBD 4 - Declaration of Interest
12.	SBD 6.1 - Preference Points Claim
13.	SBD 8 - Declaration of bidder’s past Supply Chain Management Practices.
14.	SBD 9 - Certificate of Independent Bid Determination.

NOTE:

All documentation must be presented in the order specified above. Each section must be clearly referenced using dividers, indicating sections 1 - 14.

Failure to supply any of the mandatory documents stipulated above, in the format requested may lead to the proposal being disqualified.

7. EVALUATION OF PROPOSALS

7.1 FUNCTIONALITY CRITERIA

A proposal that scores lower than the minimum overall percentage of 80% (400 out of 500) will be regarded as a non-responsive bid and will be disqualified. All bids that score 80% (400) and more for functionality will be eligible for further evaluation.

VALUES: 1 - Poor 2 – Average 3 – Good 4 – Very Good 5 - Excellent

No	Functionality Criteria	Weight	Score
1.	Reservation capacity and capability to make national and international travel arrangements for Iziko staff, executive committee and council members (air travel, car hire, point to point shuttle and accommodation) - Details of the booking process and the most cost-effective and practical routing for the traveller - Details related to the refunding process and how unused non-refundable airline tickets are managed	30	
2.	Three (3) written and contactable references of completed work of similar nature	15	
3.	- International Air Transport Association (IATA) licence/ certificate (certified copy). - Proof of the Association of South African Travel Agents (ASATA) certificate /licence or any additional licenses and certificates applicable in this sector must be submitted	10	
4.	Description of the implementation process of National Treasury negotiated rates (flight and accommodation)	15	
5.	Description of how the travel co-ordinator and the traveller will be timeously informed of their booking	5	
6.	Provision for after hours, weekends, holidays and emergency services for the convenience of Iziko staff travel - Please provider details of procedures to be followed to make use of this service.	10	
7.	Value Added Services	5	
8.	Description of reports Iziko will be provided as they relate to trips booked, unused	10	

	tickets, cancellations and 30 day account		
	TOTAL SCORE	100	

7.2 AWARDING OF PREFERENCE POINTS

Only qualifying proposals will be evaluated for preference points in terms of the preference point system described in Preferential Procurement Regulations of 2017, after meeting the minimum stipulated threshold for functionality criteria, as follows:

Preference Point Criteria		Points Allocation
1.	Price	80
2.	Broad-Based Black Economic Empowerment (B-BBEE)	20
TOTAL POINTS		100

8. PRESENTATIONS

Iziko reserves the right to request presentations/demonstrations from the shortlisted service providers as part of the evaluation process.

9. PRICE

Price is an important factor as it ensures optimum value for money. A price schedule detailing the full cost breakdown of services, inclusive of VAT and provisions for inflation/increase can be made. **Refer to paragraph 4 and Annexure A for the fee template to be completed**

10. BROAD-BASED BLACK ECONOMIC EMPOWERMENT (B-BBEE)

A B-BBEE Preference claim form (SBD 6.1) must be included in all bids submitted. This form serves as a claim form for preference points for B-BBEE status level of contribution with a valid B-BBEE certificate or sworn affidavit.

11. VALIDITY PERIOD OF PROPOSAL

The proposal shall be valid for a minimum period of three (3) months calculated from the closing date.

12. FORMAL CONTRACT

- The proposal and appended documentation read together to form the basis for an agreement to be negotiated and concluded in a formal contract between Iziko and the preferred service provider.
- A mere offer and acceptance shall not constitute a formal contract of any nature for any purpose between Iziko and the preferred service provider.

13. REASONS FOR DISQUALIFICATION

Iziko reserves the right to disqualify any submission in the event of any one or more of the following occurrences:

- A service provider submits a proposal late;
- A service provider submits incomplete documentation and/or information as per the requirements stipulated in this brief;
- A service provider that submits the information that is fraudulent, factually untrue or inaccurate;
- A proposal does not meet the required minimum stipulated threshold points.

Any such disqualification may take place without prior notice to the service provider.

14. GENERAL PRINCIPLES

- Iziko will apply the 80/20 preferential points system.
- Iziko applies the provisions of the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000) and the Regulation of 2017, the Public Finance Management Act, 1999 (Act No. 1 of 1999) and the Iziko Framework for Supply Chain Management.
- The lowest or only quotation received will not necessarily be accepted.

- Iziko reserves the right to accept or reject any quotation in response to the request for proposal, and to withdraw its decision to seek the provision of these services at any time.
- There will be no discussions with any service provider until the evaluation of the submissions has been completed. Any subsequent discussions shall be at the discretion of Iziko.

15. NON-COMPULSORY BRIEFING SESSION

A non-compulsory briefing session will take place on **15 November 2019** at the Iziko Museums of South Africa 25 Queen Victoria Street Cape Town at 11:00.

16. DELIVERY APPROACH

The successful applicant shall, on signing the agreement, commence with business on a date agreed to by both parties.

17. CLOSING DATE FOR SUBMISSIONS

Closing date and time: 10 December 2019 at 12h00

The submission should be in the form of **three (3) hard copies** and all proposals must be submitted in a **sealed** envelope clearly marked with the reference number: **FIN/TRAVEL-SERVICES/11/2019** and must be addressed to:

**Iziko Museums of South Africa
Chief Financial Officer
Ms Ronell Pedro
PO Box 61
Cape Town
8000**

- Documentation must be placed in the box for tenders at the entrance/reception area at the museum located at the address below.
- Bidders are required to sign the submission register at reception to confirm submissions.
- No late submissions or submissions via facsimile or e-mail will be accepted.

Physical Address:

**Iziko South African Museum,
25 Queen Victoria Street,
Cape Town
80001**

All couriered/posted tender proposals must reach Iziko Museums by the closing date and time as specified above.

ANNEXURE A: Schedule of Transaction Fees

Service Category	Transaction Fee - Incl. VAT
AIR TICKETS	
Domestic:	
Ticket	
Changes	
Refund Fee	
International:	
Ticket	
Changes	
Refund Fee	
Additional Services:	
Car Hire - Domestic	
Shuttle Services / Transfers - Domestic	
Shuttle Services Transfer - International	
Accommodation – Domestic	
Accommodation - International	
Conferences/Events: Groups – Domestic	
Conferences/Events: Groups – International	
Bill back fee	
Airport Parking	
Visas	
Forex Requirements	
After Hour services	
Travel Insurance	
Voyager ticketing	

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