



**higher education  
& training**  
Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA



**BID NUMBER: KZNCETC 05 /2021**

**TERMS OF REFERENCE FOR APPOINTING A SERVICE PROVIDER FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES FOR KWAZULU-NATAL COMMUNITY EDUCATION & TRAINING COLLEGE.**

**Issued and prepared by**

**Kwa Zulu Natal Community Education and Training**

**17 Kosi Place, Springfield**

**Umngeni Business Park**

**DURBAN**

**4000**

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## **1. Background to KwaZulu-Natal Community Education & Training College**

1.1 The CET came into existence on 1 April 2015 when the Public Adult Learning Centres (PALCs) migrated from the Provincial Education Departments (PEDs) to the CET Colleges, resorting under the Department of Higher Education and Training (DHET). The mandate of the college is to provide quality and relevant education and training programmes for youth and adults to improve their livelihoods. The College, through the Community Learning Centres, offer programmes that will ensure that learners attain skills that will enable them to either find employment or establish their own enterprises.

1.2 The College is situated in KwaZulu-Natal Province, South Africa. Governance of the College rests with the Council subject to the relevant statutes and policies. Management of the college consists of the Principal and Deputy Principals. The CET College operates in accordance with the requirements, rules and regulations laid down in the following documents:

1.2.1 The Continuing Education and Training Act, Act 16 of 2006; and

1.2.2 National Norms and Standards for Funding Community Education and Training Colleges.

## **2. Overall objective**

The objective of this bid is to appoint a suitable independent Travel Agent that can demonstrate the ability to provide the full range of travel management services for KZN CET College.

## **3. Contract period**

The KwaZulu-Natal Community Education and Training College would like to appoint a competent service provider for the provision of Travel Agent for the period of 24 months.

**4. Indication if the tender will be evaluated on functionality as well as minimum acceptable qualifying score**

Yes, the bid will be evaluated on functionality and bidders require a minimum of **170 out of 225** points allocated for functionality

**5. Indication if the bid will be evaluated related to local production and contents as well as the minimum thresholds applicable to local production and contents**

Not applicable

**6. Detailed scope of services to be rendered by the service provider**

The provision of a total administration of travel and accommodation needs of KZN CET College. The Bidder must be able to provide a complete travel agency service.

**Functions to be performed by the Travel Agency:**

**1. Reservations**

All domestic, regional and international travel arrangements and reservations in respect of official business trips, whether for air tickets, hotel accommodation, car hire, visa, foreign currency and transfers via chauffeur services etc. The preferred supplier must be clear with regard to group travel and venues. (Price of service fee to book group travel and venue bookings)

- Three quotations must be provided for each travel request.
- All official KZN CETC travel undertaken by the KZN CETC must be pre-approved by the relevant Accounting Officer (as appropriate).
- Travel arrangements for temporary staff, consultants and others must be pre-approved via a Travel Request Form and invoiced to KZN CETC weekly.
- Travel bookings arranged telephonically or by e-mail or fax must be confirmed in writing with the traveller. The Travel Agency is to obtain a Travel Request within 24 hours of telephonic request.
  
- Visa applications and courier services to and from the embassies/consulates are to be arranged by the Travel Agency, who are to provide all necessary assistance to staff in this regard to ensure that visa applications proceed smoothly and that the KZN CETC business travel is not affected by the lack of Visas on international trips.
  
- Foreign currency purchases from the approved service provider must be attended to in accordance with currency requested and approved on the Trip Request. The Travel Agency will complete the necessary documentation (as required by the SA Reserve Bank) on behalf of the traveller.
- Only once the Travel Request Form has been approved by the appropriate authority, may the Travel Agency issue tickets, accommodation and car hire vouchers, foreign currency and any other travel documentation.
- The Travel Agency must advise travellers when reservations have been confirmed and electronically send all tickets, travel documents

and vouchers timeously to travellers prior to departure dates.

- The travel Agency must always endeavour to make the most cost-effective arrangements and reservations, taking cognizance of the convenience of the KZN CETC staff. The Travel Agent must be in a position to offer advice and alternative plans for consideration by the traveller.

*The travel agent must negotiate rates for KZN CETC with major suppliers to ensure convenient and cost-effective travel*

## **2. Air Travel**

- International: the airline which provides the most effective/convenient routings maybe used. The Travel Agent should, at least, obtain an additional two or more quotes where applicable.
- Domestic: British Airways is always a preferred airline.  
Voyager: All British Airways tickets are therefore to include the voyager number of the traveler. Organization corporate number should be inserted on all bookings

## **3. *Travel Policy***

- All accommodation will be booked in line with the KZN CETC Travel Policy using negotiated corporate/Government rates and standards

## **4. *Car Hire***

- Domestic hire: car hire bookings will be done in accordance with the KZN CETC Travel Policy from the approved preferred car hire service provider using the negotiated corporate/Government rates and appropriate vehicle.
- Make use of unlimited KM rates for all bookings.
- KZN CET prefers to use at least two car hire service providers
- International Hire: The preferred supplier should book group/type of cars equivalent to what is allowed for domestic bookings.

## **3. Customer Service**

- Regular customer satisfaction surveys to be performed.

Where are the services needed;	Domestic and international travel. Please note the service provider will be required to work from their own premises.
Possible phases and how the project will progress from one phase to another;	Not applicable
Detailed project implementation plan and methodology;	<ul style="list-style-type: none"> <li>○ The tender documentation should outline the bidder's complete proposal: methods, current staff complement (and their skills sets/curriculum vitae), booking office address, timeframes and costs.</li> <li>○ KZN CETC will select a preferred supplier on the basis of KZN CETC's evaluation of the extent to which the bidder's documents demonstrate that they offer the best value for money, and that they satisfy the following criteria: <ul style="list-style-type: none"> <li>✓ Technical capability and relevant travel service experiences including references.</li> <li>✓ Qualified personnel to undertake the travel service requirements; profile of staff involved with the travel must be provided.</li> <li>✓ Demonstrated ability to conduct the travel service capabilities in a competent and professional manner, and to provide up to date information on changes to Travel Company Airline policies, flight schedules, and airfare basis and visa requirements.</li> <li>✓ Company's profile including copies of relevant business registrations, applicable licenses and insurance policies and evidence of latest audited financial statements and tax clearance certificate.</li> <li>✓ A comprehensive package of outstanding service standards, a competitive offer of price discounts and other benefits and a quality system of activity reporting, which demonstrates the advantage of using that supplier for all KZN CETC's official travel.</li> </ul> </li> <li>✓ Details of staff training and development policies and procedures,</li> </ul>

	<p>with specific mention of affirmative action policies.</p> <ul style="list-style-type: none"><li>✓ How the Bidder proposes to provide governance assistance to KZN CETC.</li><li>✓ Assign a dedicated representative to deal directly with KZN CETC</li></ul>
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Milestones and date of completion of service.	<ul style="list-style-type: none"> <li>○ Monthly Reports</li> <li>○ Quarterly reports</li> </ul>
Critical performance areas related to that services;	Professional body membership is mandatory. To be considered for this bid, interested suppliers must be licensed travel agents approved by a mandatory body and be a member of a recognized travel agency association, e.g.: ASATA, IATA and/or any other, body (please attach proof).
Contact details for technical enquiries	<a href="mailto:SCM@KZN.CETC.edu.za">SCM@KZN.CETC.edu.za</a>
Contact details for procurement enquiries	<a href="mailto:SCM@KZN.CETC.edu.za">SCM@KZN.CETC.edu.za</a>

### 7. Details of KZN CETC's role and functions in the service/project

KZN CETC will assist where applicable

### 8. Competence and expertise requirements

The travel agent must be registered and licensed with the applicable mandatory body. It is essential that the service provider has the knowledge and experience of providing travel agency services as well as approve track record and capacity to perform such tasks.

### 9. Monitoring and report requirements after contract is signed

The following reports/information should on a regular basis, be submitted by the Travel Agent to KZN CETC.

#### Management Reports

- Monthly detailed air travel reports
- Monthly changes effected on all bookings, changes in bookings must be avoided.
- Monthly car hire reports
- Monthly accommodation reports
- Monthly service level assessment
- Monthly report on unused tickets, those that have been refunded including those that are non-refundable tickets
- Monthly report on changes requested and the reasons.
- Quarterly customer satisfaction survey
- Annual reports in respect of changes in corporate agreements
- Any other reports that KZN CETC may deem necessary.

On a quarterly basis, the Successful Bidder shall meet with the KZN CETC Management to report on progress of the work.

**10.Price specification/ requirements**

Firm price required

**11.Requirements regarding pre-bid meeting**

None

**12.Validity period**

Validity period: 90 days. The Bidder is required to confirm that it will hold its proposal valid for 90 days from the closing date of the submission of proposals, during which time it will maintain without change, the personnel proposed for the services together with their proposed rates.

**13.Transfer of knowledge and training**

None

**14.The following bid process will be followed**

Description	Due Date
Briefing Session	None
Clarification questions until	Scm@kzn.cetc.edu.za
Proposal submission	17 Kosi Place Umngeni Business Park, Durban 4000

**15.Evaluation process**

Bid evaluation process if functionality/local content production is stipulated	Bid evaluation process if functionality is not a requirement
<p>All bids duly lodged will be examined to determine compliance with bidding requirements and conditions.</p> <p><b>Bids that do not meet the minimum qualifying score for functionality or minimum stipulated threshold for local content or production will be eliminated from further evaluation.</b></p> <p>The responsive proposals will then be evaluated further based on the 90/10 preference point system in terms of the PPPFA Act and its regulations 2011. (See SBD 6.1)</p>	<p>All bids duly lodged will be examined to determine compliance with bidding requirements/ specifications and other conditions.</p> <p>The responsive proposals will then be evaluated further based on the 90/10 preference point system in terms of the PPPFA Act and its regulations 2011. (See SBD 6.1)</p> <p>The contract will be awarded to the bid proposal that scored the highest total number of points.</p>

The contract will be awarded to the bid proposal that scored the highest total number of points.

<b>16.Evaluation criteria that will be used to evaluate functionality</b>		
<b>Evaluation criteria</b>	<b>Sub evaluation criteria</b>	<b>Points allocation for sub-evaluation criteria</b>
Technical merits of the proposal received – (Completeness of bid, logical layout)	<ul style="list-style-type: none"> <li>• Bid provided is fully completed and displays logical layout</li> <li>• Bid provided is completed and displays some logical layout</li> <li>• Bid provided is incomplete and lacks logical layout</li> </ul>	30 20 5
Response to the scope of work- (Implementation plan, Costing, Timeframes)	<ul style="list-style-type: none"> <li>• Implementations plan provided is fully completed and displays detailed costing and clear timeframes.</li> <li>• Implementations plan provided is completed and contains some costing and timeframes</li> <li>• Implementations plan provided is incomplete and lacks detailed costing and clear timeframes</li> </ul>	50 25 10
Ability to relate to the scope of work- Proven ability to handle queries or deal with problems at all times, i.e., 24 hours per day; Demonstration of internal quality control; Provision of tailor-made options and solutions	<ul style="list-style-type: none"> <li>• Dedicated staff member/s to deal with KZN CETC, 24 hours per day. Senior person available to ensure quality. Detailed tailor-made solution with proper quality controls</li> <li>• Staff member/s to deal with KZN CETC, on an Adhoc basis. Staff member available to ensure quality. A generic solution with quality controls</li> <li>• No staff member/s indicated to deal with KZN CETC. No evidence of quality control.</li> </ul>	50 30 5
Utilisation of advanced information technology to ensure efficient and expeditious service	<ul style="list-style-type: none"> <li>• Evidence of booking system being utilized. SMS and e-mail notification of travel documents and vouchers.</li> <li>• Evidence of booking system being utilized. E-mail notification of travel</li> </ul>	30 20

Delivery	documents and vouchers <ul style="list-style-type: none"> <li>• E-mail notification of bookings. Booking engine unclear</li> </ul>	10
Levels of customer service excellence	<ul style="list-style-type: none"> <li>• 5 or more clear reference letters demonstrating service excellence</li> <li>• 3 or more clear reference letters demonstrating service excellence</li> <li>• Less than 3 x Clear reference letters demonstrating service excellence</li> </ul>	20  10  5

Demonstrated experience – detailed CV including copies of qualifications for each key project personnel must be submitted for evaluation	<ul style="list-style-type: none"> <li>Personnel compliment Demonstration of senior personnel involvement on the account. With 10 or more years’ experience (Senior consultant)</li> </ul>	20
	<ul style="list-style-type: none"> <li>Personnel compliment Demonstration of appropriate personnel involvement on the account. With 6 – 9 years’ experience (Intermediate Consultant)</li> </ul>	15
	<ul style="list-style-type: none"> <li>Personnel compliment Demonstration of appropriate personnel involvement on the account. With 1 – 5 years’ experience (Junior Consultant)</li> </ul>	10
Experience in comparative projects. Please supply a list of major <b>current</b> clients, with contact details so that we can reference check the above criteria	<ul style="list-style-type: none"> <li>Execution of 5 or more comparative projects</li> </ul>	25
	<ul style="list-style-type: none"> <li>Execution of 3 or 4 comparative projects</li> </ul>	15
	<ul style="list-style-type: none"> <li>Execution of 1 or 2 more comparative projects</li> </ul>	10
	<ul style="list-style-type: none"> <li>No comparative projects</li> </ul>	0
<b>17. Bidders must score a minimum qualifying score for functionality and motivate decision</b>		
<b>170 out of 225</b>		

**18. General Bid administrative information**

The completed response and submissions must be returned to –

KZN CETC,  
17 Kosi place  
Umngeni  
Business Park  
Springfield  
DURBAN  
Attention: Supply Chain Office

Bid proposals must consist of at least **one (1)** hardcopy and **one** electronic copy (USB).

Incomplete submissions, including insufficient numbers of printed copies or electronic copies **may** result in disqualification or will negatively impact scoring during evaluation process.

E-mail or fax proposals are **not** acceptable.

Questions for clarification of issues will be considered by the KZN CETC up to the close of business **24 hours** before the 15 March 2021 closing date and 11: 30 am time. No verbal requests for information or clarification will be accepted. Answers to queries shall be emailed to [SCM@KZN.CETC.edu.za](mailto:SCM@KZN.CETC.edu.za).

All documentation and responses will be supplied and exchanged utilizing standard Microsoft Office (Word, Excel, and PowerPoint) products.

Any attempt to gain information in a manner deemed to be fraudulent or disadvantageous to other respondents or any attempt to influence the outcome of the response evaluation will result in immediate disqualification from the bid process.

The SBD 1 "Invitation to Bid" must be completed and attached as the front sheet to the response and any other separate submissions.

Documents must be submitted in the following order:

Bidding documents, *viz*

- Invitation to bid; (SBD 1)
- Tax clearance certificate.
- Pricing schedule(s).
- Technical Specification(s)/ Technical proposal based on TOR. The technical proposal should address the following content and if applicable the proposal must adhere to the sequence indicated below:
  - *Background information of service provider/Joint venture/Consortium and of any sub-contractors.*
    - Executive Summary of proposal
    - Service provider Profile / Management structure
    - B-BBEE status level.
  - *Proposal regarding the scope of services to be rendered*
    - Approach, Plan and Timelines
    - Project Organisation and logistical arrangements
    - Methodology to ensure successful completion of contract
    - Business arrangement approach
      - ✓ An overview of the proposed business arrangement.
      - ✓ How KZN CETC and the service provider will manage risks and realise benefits.
  - *Information and evidence to address the evaluation criteria set in the particular bid documents:*
    - Proof of Financial Stability
    - Proven Credentials and Team Expertise
    - A detail of any professional associations the respondents belongs to and indicate the length of membership.
    - Performance capabilities
    - Performance abilities relevant to the scope of services to be rendered
    - Senior Management Experience
    - Reference sites and contact details where a project of this nature was



conducted

- Major client profile / including government

- Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2011; (SBD 6.1)
- Declaration certificate for local production and content (SBD 6.2) (if applicable)
- Declaration of interest; (SBD 4)
- Declaration of bidder's past SCM practices;(SBD 8)
- Certificate of Independent Bid Determination (SBD 9)
- General Conditions of Contract.
- Special Conditions of Contract; and
- Other documents such as:
  - Financial statements in support of financial stability.
  - Required detail regarding references; and
  - CVs of key project personnel.

Suppliers may submit alternative bid proposals. Such proposal will be evaluated as a separate bid, and KZN CETC is under no obligation to accept such alternative bid proposals. All bid proposals must at least adhere to the minimum requirements as specified in the Terms of Reference.

If the bidder suggests certain changes to the General conditions of contract or the special conditions of contract, the proposed changes will be evaluated and if acceptable by KZN CETC such suggested changes may be included into the contract as special conditions of contract. If the suggested changes are unacceptable the General conditions of contract and the special conditions of contract will stand. The potential bidder will then have to decide to abide by the decision or to withdraw its bid proposal.

If any clarity needs to be obtained for evaluation purposes KZN CETC may require the potential service provider to substantiate certain information, or to allow officials to undertake a financial/physical inspection to assure that capacity and ability is proven.

Supporting documentation should be attached as annexures and cross-referenced to the appropriate section of the bid.

Please note that the scope of services as indicated in this TOR reflects KZN CETC true requirements and once the contract is signed amendments to the contract will only be allowed in exceptional circumstances. Please ensure that your costing is based on the scope of services to be rendered.

#### *Disclaimer*

The KZN CETC reserves the right not to appoint a service provider and is also not obliged to provide reasons for the rejection of any proposal. KZN CETC reserves the right to:

- Award contract or any part thereof to one or more Service Providers.
- Reject all bids.
- Consider any bids that may not conform to any aspect of the bidding requirements.
- Decline to consider any bids that do not conform to any aspect of the bidding requirements.
- Request further information from any Service Provider after the closing date.
- Cancel this tender or any part thereof at any time.

Take note that if **subcontractors** are going to be utilized the following B-BBEE rules will be applicable for the allocation of B-BBEE points:

(8) A person must not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an exempted micro enterprise that has the capability and ability to execute the sub-contract.

(9) A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an exempted micro enterprise that has the capability and ability to execute the sub-contract.

#### **19. Additional Bid requirements if a consortium/ joint venture/ trusts is submitting a bid proposal**

The name of the entity with whom the KZN CETC will ultimately contract and who will be responsible for the overall service delivery. This is required in all instances and is particularly relevant in a consortium.

The names of all consortium/ joint venture members and evidence there-of.

SARS tax clearance certificates (if consortium and/or joint venture kindly ensure that all members submit an original Tax Clearance Certificate).

Consortiums must submit a Copy of Registration Documents with the Registrar of Companies (CIPS) All members of a consortium or joint venture must provide an original SARS tax clearance certificate.

A trust, consortium or joint venture will qualify for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate tender.

Regarding joint ventures the joint venture agreement between the different suppliers must be provided clearly indicating the role and responsibilities of each supplier towards the contract.



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## SPECIAL CONDITIONS OF CONTRACT

**Special conditions of Contract (SCC) relevant to a specific bid, (if applicable) should be compiled separately for every bid and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions of the SCC shall prevail. The following conditions will be applicable to this bid:**

- 1. Sub-contracting will not be allowed**

*The following Standard Bid documents must be completed and will form part of a signed contract.*

For any enquiries regarding this tender, please contact through email [SCM@KZN.CETC.edu.za](mailto:SCM@KZN.CETC.edu.za) or 031 350 4366 during the office hour

7:30 am – 16:15 pm

Closing date: 15 March 2021 before 11: 30 am

KWA ZULU –NATAL COMMUNITY EDUCATION AND TRAINING COLLEGE\

17 KOSI PLACE SPRINGFIELD

UMNGENI BUSINESS PARK

DURBAN

4000