

REQUEST FOR PROPOSALS

BID DESCRIPTION:

APPOINTMENT OF A SERVICE PROVIDER TO FACILITATE AND
MANAGE TRAVEL SERVICES FOR POLMED FOR A PERIOD OF
THREE (3) YEARS

BID NUMBER:

POLMED004/2022/TRAVELSERVICES

CLOSING DATE:

15 MARCH 2022 AT 12H00

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GLOSSARY

Abbreviation	Description
Administrator	The Administrator of the Scheme, duly appointed by the Scheme from time to time.
Authorised representative	Person/ legal entity authorised by the Board of Trustees or by its delegate, the POLMED Officer of POLMED, to represent POLMED from time to time.
Award	Conclusion of the procurement process and final notification to this effect to the successful Bidder.
B-BBEE	Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003) and the Codes of Good Practice issued there under by the Department of Trade and Industry.
Bid	A written offer on the official bid documents and in a prescribed or stipulated form in response to an invitation by POLMED for the provision of services, works or goods.
Bidder	Entity/joint venture/consortium responding to the Request for Bid.
Board of Trustees	The duly elected and appointed Board of Trustees of POLMED.
CMS/ Council	The Council for Medical Schemes established in terms of section 3 of the Medical Schemes Act.
CoGP	Codes of Good Practice.
Contracting Entity/ Contractor	Contracting entity with whom POLMED will conclude a formal contract and service level agreement subsequent to the final award of the contract based on this Request for Bid.
DTI	Department of Trade and Industry of the Government
EME	Exempted Micro Enterprise in terms of the Codes of Good Practice.
IP	Intellectual Property.
Medical Schemes Act	The Medical Schemes Act, Act No 131 of 1998, and any regulations published in terms thereof.
Member	Any person who is enrolled as a Member of the Scheme and who is a member in terms of the Rules and shall be deemed to include the registered dependents of a Member.

Abbreviation	Description
Original bid	Original document signed in ink by the person duly authorised to commit the Bidder. Copies of original document signed in ink by the person duly authorised to commit the Bidder.
PO	Principal Officer.
POLMED	The South African Police Service Medical Scheme being a medical scheme registered under the Medical Schemes Act, 1998 (referred to as the Scheme).
QSE	Qualifying smart enterprise in terms of the codes of good practice.
RFP	Request for Proposals.
Rules	The registered Rules of the Scheme as defined in terms of the Medical Schemes Act.
SCM	Supply Chain Management.
TCM	Travel Management Company
ToR	Terms of Reference.
Trustees	The members of the Board of Trustees of the Scheme, as constituted in terms of the Rules to manage the Scheme.
Valid document	A document containing authentic information conforming to legally binding status and is enforceable by the executing authority on the bidding authority whether in an original, copied, reproduced, photo, faxed or in electronic format and that has bearing to transaction(s) with POLMED. Such submission must be valid at the closing date and time of submission.
Will be deemed	Bidder will immediately be excluded from further evaluation non-responsive.

1. GENERAL TERMS AND CONDITIONS OF THE BID

1.1. FRAUD AND CORRUPTION

All Bidders are to take note of the implications of contravening the Prevention and Combating of Corrupt Activities Act, Act No 12 of 2004 and any other Act applicable.

1.2. BRIEFING SESSION

No briefing session will be held for this request for bid.

1.3. CLARIFICATIONS AND QUERIES

Telephonic requests for clarification will not be accepted. Any clarification required by a bidder regarding the meaning or interpretation of any part of the Terms of Reference or any other aspect concerning the RFP, is to be requested in writing (e-mail) from procurement@polmed.co.za. The RFP number must be mentioned in all correspondence.

1.4. SUBMISSION OF RESPONSES

Responses to the RFP document must be submitted in the following manner:

Hard Copies Submissions

The tender box is situated at the reception of the POLMED head office:

Crestway Office Park

Block A, 20 Hotel Street

Persequor Park

Lynnwood

Pretoria

For purposes of this RFP, bids submitted via facsimile will not be considered.

The two (2) envelope system will be followed. One (1) original and two (2) copies of both the technical and financial bid must be submitted in a sealed envelope/ pack. The technical and financial bids must be submitted in separate envelopes. A total of nine (9) documents must be submitted. Bidders must indicate on the cover of each document whether it is the original or a copy of the submission.

Bids should be submitted in a sealed envelope/ pack, marked with:

- RFP number: POLMED004/2022/TRAVELSERVICES
- Closing date and time: 15 MARCH 2022
- The name and address of the bidder.
- Indication if the envelope/ pack relates to the technical or financial response.

Electronic Bid Submissions

Electronic bids must be submitted by closing date and time to **procurement@polmed.co.za** in the following manner, failure to comply to the submission format will invalidate the bid:

- Part 1 – Administrative Documents
- Part 2 – Technical Proposal
- Part 3 – Pricing and B-BBEE Information

The reference number of the bid must be clearly indicated in the subject line.

All bids submitted to POLMED will become the property of POLMED and will as such shall not be returned to the bidder. POLMED will maintain all reasonable efforts to maintain bids in confidence. Proprietary information should be indicated as such in each bid.

1.5. LATE SUBMISSIONS

Bids received late will not be considered. A bid will be considered late if it arrived even one (1) second after 12:00PM or any time thereafter. The tender box shall be locked at exactly 12:00PM and bids arriving late will not be considered under any circumstances.

The official Telkom time (Dial 1026) will be used to verify the exact closing time.

Bids received late shall be returned unopened, where possible, to the bidder. Bidders are therefore strongly advised to ensure that bids be dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid.

1.6. FORMAT OF THE TECHNICAL BID

Submissions by Bidders must be in the following format:

- A: Executive Summary.
- B: Company Profile, Capacity and Geographical Footprint
- C: Company Competency and Expertise
- D: Methodology and Approach
- E: Team Competency and Experience, including CVs and Qualifications
- F: Financial Soundness (Financial Statements)
- G: Investigation by Regulatory Bodies
- H: Client References (Contactable)

1.7. VALIDITY OF THE BID

The functional and financial bids must be valid for a period of 90 days from the closing date of this RFP.

1.8. DURATION OF APPOINTMENT

The term of the contract commencement will be agreed upon with the successful service provider. POLMED reserves the right to terminate the contract of the service provider on the basis of poor performance, giving the service provider at least three (3) months' prior notice thereof in writing.

1.9. NEGOTIATING AND CONTRACTUAL OBLIGATIONS

A bid will constitute a binding offer, but such offer will be deemed not to have been accepted, unless and until a definitive contractual agreement and other related documents are concluded between POLMED and the preferred bidder.

POLMED or its authorised representatives have the right to enter into negotiation with one (1) or more bidders regarding any terms and conditions, including price(s), of a proposed contract.

POLMED shall not be obliged to accept the lowest bid price.

POLMED reserves the right to select another Preferred Bidder in the event that negotiations with the originally selected Preferred Bidder prove unsuccessful and/or unduly delayed.

Upon final selection and notification of the Preferred Bidder, a process of final negotiations will commence. Negotiations will be used to finalise outstanding elements of the SLA in an effort to arrive at a comprehensive binding SLA that will govern the relationship between POLMED and the Successful Bidder.

Under no circumstances will negotiation with any Bidders, including with preferred Bidders, constitute an award or promise/ undertaking to award the contract or be construed as legitimate expectations by such Bidder.

1.10. BIDDER SELECTION

POLMED reserves the right to select the appropriate service provider(s) based on its requirements.

1.11. ACCESS TO INFORMATION

All Bidders will be informed of the status of their bid once the procurement process has been completed. Requests for information regarding the RFP process will be dealt with in line with the POLMED SCM Policy and other relevant applicable legislation in terms of access to information.

1.12. BIDDER ENQUIRIES

All technical and Supply Chain-related enquiries must be sent in writing to procurement@polmed.co.za. The RFP number must be mentioned in all correspondence.

1.13. REASONS FOR REJECTION

POLMED shall reject a bid for the award of a contract if the recommended Bidder is suspected of fraud or improper conduct or has committed a proven corrupt or fraudulent act in competing for the particular contract.

- POLMED may disregard the bid of any Bidder if that Bidder, or any of its directors:
- Have abused the Supply Chain Management (SCM) system of POLMED.
- Are suspected of or have committed proven fraud or any other improper conduct in relation to such system.
- Have failed to perform on any previous contract.
- In case of collusive tendering by the Bidders or any anti-competitive conduct as determined in terms of the Competition Act, 89 of 1998.
- In case a Bidder, a member of the Bidder, has interest (directly or indirectly) in any other Bidder.

1.14. CANCELLATION OF PROCUREMENT PROCESS

POLMED reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time and from time to time, without prior notice and without liability to compensate or reimburse any person.

1.15. ADMINISTRATIVE REQUIREMENTS

Bids submitted by potential service providers must include at least the following mandatory documentation/ information:

- a) Company registration and shareholding information to support the B-BBEE contribution certificate.
- b) Valid, original tax clearance certificate or equivalent.
- c) B-BBEE status level of contribution certification or sworn affidavit.
- d) Three (3) years audited or independently reviewed annual financial statements
- e) Declaration of interest.
- f) Declaration of bidder's past SCM practices.
- g) Investigation by regulatory bodies.
- h) Proof of registration with the International Air Transport Association (IATA), certified copies of the registrations must be submitted.
- i) Proof of minimum 5 years consecutive experience in managing travel services
- j) Signature by a duly authorized representative of the bidder and all pages of the bid initialled for correctness.

1.16. COMPANY REGISTRATION AND SHAREHOLDING INFORMATION

The Bidder must be a South African entity and must submit its company registration details and documentation. Bids submitted without a company registration document will be deemed to be non-responsive.

1.17. VALID, ORIGINAL TAX CLEARANCE CERTIFICATE

A valid SARS Tax Clearance Certificate must accompany the bid and must be valid at the date of closing of the RFP. In case of a consortium/ joint venture, a valid SARS Tax Clearance Certificate for each consortium/ joint venture member must be submitted.

The following options will be regarded as a valid tax clearance certificate:

- a) A valid original tax clearance pin certificate printed directly by SARS; or
- b) A valid tax clearance certificate mailed to the relevant party to the bid and thus printed by the party to the bid and which is accompanied by a PIN through which POLMED may confirm the validity of the certificate on the closing date of the bid. Failing to provide a PIN will lead to the verification being done at a later stage which would require that the party to the bid's tax compliance status be measured after the closing date and must be in order on date of measurement.

Where no valid tax clearance exists for any party noted above, a letter from SARS needs to be provided for that party, indicating that satisfactory arrangements have been made with SARS to meet the party's tax obligations.

Bids submitted without a valid original tax clearance certificate or proof of arrangements made with SARS for each party to the bid will be deemed to be non-responsive.

1.18. B-BBEE STATUS LEVEL

The proof pertaining to the bidder's level contributor status or sworn affidavit should be provided. Information is available at www.dti.gov.za.

Failure to provide the B-BBEE Certification **will lead to** the bid being regarded as non-responsive.

1.19. DECLARATION OF INTEREST

The bidder must complete and return the "Declaration of Interest" on behalf of all parties to the bid. The bidder must fully declare all co-administration or sub-contracting arrangements/ agreements/ financial interest between the organisation and other entities, including POLMED and its service providers.

Irrespective of the “Declaration of Interest” form, the bidder must submit a full declaration of relationships between the bidder and other service providers in the healthcare industry (including POLMED). If no such relationships exist, the bidder must indicate this in their submission in terms of this requirement.

Bids submitted without a completed and signed Declaration of Interest **will be deemed** to be non-responsive.

1.20. DECLARATION OF BIDDER’S PAST SCM PRACTICES

The bidder must complete and return the “Declaration of bidder’s past Supply Chain Management practices” on behalf of all parties to the bid.

Bids submitted without a completed and signed “Declaration of bidder’s past Supply Chain Management practices” form may be deemed to be non-responsive.

1.21. INVESTIGATIONS BY REGULATORY BODIES

The bidder is to confirm that it is not being investigated by any regulatory bodies irrespective of the nature of the investigation. If it is being investigated, the respective details are to be supplied as part of this submission.

1.22. SIGNATORY BY DULY AUTHORISED REPRESENTATIVE

Bidders must provide proof that the individual signing the bid documents are duly authorised to sign the bid, i.e., a resolution of directors, etc. should be provided.








1.23. FINANCIAL SOUNDNESS

All bidders must submit audited financial statements financial statements.

Bids submitted without the required proof of financial soundness for the contracting entity will be deemed to be non-responsive.

1.24. EVALUATION PROCESS

Evaluation of the responses from the Bidders will be done in a phased approach as per the below criteria:

Stage 1	Stage 2	Stage 3	Award
<p>ADMINISTRATIVE COMPLIANCE</p>  <p>RETURNABLE DOCUMENTS</p> 	<p>TECHNICAL EVALUATION</p>  <p>90% MINIMUM THRESHOLD</p> 	<p>PRICE & B-BBEE EVALUATION</p> <div style="border: 1px solid blue; border-radius: 10px; padding: 5px; width: fit-content; margin: 10px auto;"> <p>Price = 80 B-BBEE = 20</p> </div> <p>WEIGHTED SCORING / 100</p> 	<p>FINAL AWARD</p> <p>Post tender negotiation (if applicable) requesting best & final offer.</p>  <p>Negotiation of final terms & conditions of contract.</p> 

GATE 1 – ADMINISTRATIVE DOCUMENTS AND COMPLIANCE

2. ADMINISTRATIVE COMPLIANCE

Refer to the checklist for a summary of the compulsory documentation and information. All bid documents must be completed and signed by the duly authorised representative of the Bidder. All pages of the bid documents must be initialled by an authorised director of the company. During this phase Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The Bidder's bid will be disqualified for non-submission of any of the documents.

STANDARD BID DOCUMENTS

i) INVITATION TO BID

YOU ARE HEREBY INVITED TO RESPOND TO A BID OF POLMED					
BID NUMBER	POLMED004/2022/TRAVELSERVICES	CLOSING DATE	15 March 2022	CLOSING TIME	12:00
DESCRIPTION	Request for Proposals for appointment of a service provider for the provision of Travel Management Services for POLMED				
VALIDITY	90 Days				
The successful Bidder will be required to fill in and sign a written Formal Contract and SLA.					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT:					
Crestway Office Park Block A, 20 Hotel Street Persequor Park Lynnwood Pretoria					
<p style="text-align: center;">No posted OR faxed Bids will be accepted</p> Bidders should ensure that bids are delivered before the closing date and time to the correct physical address. Submission of late bids will not be accepted. Bids can be delivered and deposited into the tender box between 08:00 and 16:30, Mondays to Fridays prior to the closing date and between 08:00 and 11:00 on the closing date. All bids must be submitted on the official bid forms (not to be re-typed).					
TECHNICAL AND SUPPLY CHAIN ENQUIRIES MAY BE DIRECTED VIA EMAIL TO					
E-MAIL ADDRESS	procurement@polmed.co.za				

SUPPLIER INFORMATION			
NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CODE		NUMBER
CELLPHONE NUMBER			
FACSIMILE NUMBER	CODE		NUMBER
E-MAIL ADDRESS			
COMPANY REGISTRATION NUMBER			
INCOME TAX REFERENCE NUMBER			
COMPANY PAYE NUMBER			
COMPANY UIF NUMBER			
VAT REGISTRATION NUMBER			
TAX CLEARANCE CERTIFICATE/ TAX COMPLIANCE SYSTEM PIN SUBMITTED	TICK APPLICABLE BOX <input type="checkbox"/> Yes <input type="checkbox"/> No <i>PROOF MUST BE SUBMITTED</i>		
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ B-BBEE STATUS LEVEL SWORN AFFIDAVIT	TICK APPLICABLE BOX <input type="checkbox"/> Yes <input type="checkbox"/> No <i>A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED</i>		
POLMED DOMICILLIUM			

POLMED chooses the following as its domicilium citandi et executandi for all purposes of and in connection with the final contract: Crestway Office Park, Block A, 20 Hotel Street, Persequor Park, Lynnwood, Pretoria

DECLARATION

I/ We have examined the information provided in your bid documents and offer to undertake the work prescribed in accordance with the requirements as set out in the bid document. The prices quoted in this bid are valid for the stipulated period. We confirm that this bid will remain binding upon us and may be accepted by you at any time before the expiry date.

Signature of the bidder

Position

Date

Duly authorised to commit the Bidder

TICK APPLICABLE BOX

Yes No

PROOF MUST BE SUBMITTED

ii) TAX COMPLIANCE REQUIREMENTS

It is a condition of this bid that the taxes of the successful Bidder must be in order, or that satisfactory arrangements have been made with South African Revenue Services (SARS) to meet the Bidder's tax obligations.

Bidders are required to submit their Unique Personal Identification Number (PIN) issued by SARS to enable POLMED to view the Bidders profile and tax status.

Application for tax compliance status (TCS) or PIN may also be made via e-filing. In order to use this provision, tax payers will need to register with SARS e-filing through the website www.sars.co.za.

Bidders may also submit a printed Tax Clearance Certificate or Tax Clearance Status.

In bids where consortia/ joint ventures/ sub-contractors are involved, each party must submit a separate Tax Clearance Certificate or proof of Tax Clearance Status/ PIN.

iii) DECLARATION OF INTEREST

Any legal person, including persons employed by POLMED, or persons having a kinship with persons employed by POLMED, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by POLMED, or to persons connected with or related to them, it is required that the Bidder or his/her authorised representative declare

his/her position in relation to the evaluating/adjudicating authority and/or take an oath declaring his/her interest, where:

- The Bidder is employed by POLMED; and/or
- The Bidder is a management Board of Trustees member; and/or
- The legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

1. Are you or any person connected with the Bidder, employed by POLMED?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If so, provide particulars:		
2. Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by POLMED and who may be involved with the evaluation and or adjudication of this bid?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If so, provide particulars:		

3. Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by POLMED who may be involved with the evaluation and or adjudication of this bid?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If so, provide particulars:		
4. Do you or any of the directors/ trustees/ shareholders/ members of the company have any interest in any other related companies whether or not they are bidding for this contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If so, provide particulars:		

DECLARATION	
I, the undersigned (name)..... certify that the information furnished above is correct. I accept that POLMED may reject the bid or act against me should this declaration prove to be false.	
Name of Bidder	
Signature	
Position	
Date	

(iv) DECLARATION OF INTEREST

This declaration will be used by institutions to ensure that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.

The bid of any Bidder may be disregarded if that Bidder, or any of its directors have:

- a. Abused POLMED's supply chain management system.
- b. Committed fraud or any other improper conduct in relation to such system; or
- c. Failed to perform on any previous contract.

In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

<p>1. Is the Bidder or any of its directors listed on the National Treasury's database as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the audi alteram partem rule was applied).</p>	<p>Yes</p> <p><input type="checkbox"/></p>	<p>No</p> <p><input type="checkbox"/></p>
<p>If so, provide particulars:</p>		
<p> </p>		
<p> </p>		
<p>2. Is the Bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?</p> <p>To access the Register, enter the National Treasury's website, www.treasury.gov.za click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number 012-3265445.</p>	<p>Yes</p> <p><input type="checkbox"/></p>	<p>No</p> <p><input type="checkbox"/></p>
<p>If so, provide particulars:</p>		
<p> </p>		
<p> </p>		

3. Was the Bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five (5) years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If so, provide particulars:		
4. Was any contract between the Bidder and any organ of state or private entity terminated during the past five (5) years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If so, provide particulars:		

DECLARATION	
<p>I, the undersigned (name)..... certify that the information furnished above is correct. I accept that POLMED may reject the bid or act against me should this declaration prove to be false.</p>	
Name of Bidder	
Signature	
Position	
Date	

v) SUB-CONTRACTING

Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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If yes, indicate:

- I. What percentage of the contract will be sub-contracted?
.....%
- II. The name of the sub-contractor(s)
.....
- III. The B-BBEE status level of the sub-contractor(s)
.....

The Service Provider may use subcontractors in connection with the work performed under this Agreement. When using subcontractors, however, if not listed in the proposal at the time of selection, the Service Provider must obtain prior written approval from POLMED. In using subcontractors, the Service Provider is responsible for all their acts and omissions to the same extent as if the subcontractor and its employees were employees of the Main Contractor. All requirements set forth as part of the bid will be applicable to all subcontractors and their employees to the same extent as if the Main Contractor and its employees had performed the services.

3. TERMS OF REFERENCE – TRAVEL MANAGEMENT SERVICES

3.1. PURPOSE OF THE RFP

- a) The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of Travel Management Services to POLMED.
- b) This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by POLMED for the provision of travel management services.
- c) This RFP does not constitute an offer to do business with POLMED, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

3.2. BACKGROUND ON POLMED

- a) The South African Police Service Medical Scheme (POLMED) was formed to cater for the Medical Scheme needs of members of the South African Police Service (SAPS) appointed under the South African Police Act, Act No. 68 of 1995. The Scheme is a non-profit restricted medical scheme registered in terms of the Medical Schemes Act, Act No. 131 of 1998 and its rules are registered with the Council for Medical Schemes in terms of the said Act.
- b) The duties and responsibilities of the Board of Trustees are regulated by the Rules of the Scheme and the Medical Schemes Act, 131 of 1998, as amended. The Board of Trustees has a number of Board Committees that are designed to allow every Trustee to play a role in governance of the Scheme. These Committees have their own Chairpersons and meet on a frequent basis to deal with issues that are relevant to them and issues that have been delegated to them by the Board. Trustees have the responsibility of looking after the Scheme's funds on behalf of members.
- c) In order to effectively provide excellent service to its members, POLMED will require a travel management company that will facilitate and manage travelling services.
- d) POLMED officials are expected to travel both nationally and international to attend to meetings, conferences and events. Flights and accommodation are required when officials are attending to meetings, conferences and events.
- e) POLMED is seeking to enter into an agreement with a successful bidder who will provide POLMED with travel management services that is consistent and reliable and will maintain a high level of traveller satisfaction in line with the service level agreement.

3.3. OBJECTIVES AND MINIMUM SERVICE LEVEL REQUIREMENTS

3.3.1. The successful bidder will be required to facilitate and manage the following travelling services, which includes air travel, accommodation, conferencing etc.

Service Category
Air travel – Domestic
Air Travel - Regional & International
Accommodation – Domestic
Accommodation - Regional & International
Airport transfers/car hire/Bus/Coach bookings
Train - Regional & International including Gautrain
Conferences/Events
After Hours
Parking
Insurance
Forex

3.4. SERVICE REQUIREMENTS

3.4.1. Travel Management Services deliverables include without limitation, the following:

- a. The travel services will be provided to all POLMED travellers, locally and internationally. This will include the Board of Trustees, employees and contractors, consultants, clients and other identified travellers where the agreement is that POLMED is responsible for the arrangement and cost of travel.
- b. Provide travel management services during normal office hours (Monday to Friday 8h00 – 17h00) and provide after hours and emergency services.
- c. Familiarisation with current POLMED travel business procedures and processes.
- d. Assist with negotiations for better deals with other travel service partners.
- e. Familiarisation with the current POLMED and implementations of controls to ensure compliance to Delegation of Authority.
- f. Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the TMC's account, subject to the outcome of a formal dispute process.
- g. Provide a facility to POLMED to update their travellers' profiles.

- h. Manage third party service providers by addressing service failures and complaints against these service providers.
- i. Consolidate all invoices from travel suppliers and ensure timely payment/settlement of accounts within 30 days.
- j. Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
- k. Provide the reference letters from at least four (4) contactable existing/recent clients (in the past 3 years) which are of a similar size POLMED.

3.4.2. The successful bidder will be required to make reservations for travelling requirements and will be expected to ensure the following:

- a. Provide an online booking platform which will assist travel management within POLMED.
- b. The online booking system should be able to:
 - Receive travel requests from POLMED and/or travel bookers, as well as to respond timeously with quotations, availability and confirmations. Upon the receipt of the relevant approval, the online booking system will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveller via the agreed communication medium.
 - The online booking system must have a document portal which will provide documents such as invoices, vouchers, supplier's invoices, purchase orders and any other relevant documents.
- c. Always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.
- d. Apprise themselves of all travel requirements, including COVID 19/ or any pandemic/health 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.
- e. Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- f. Book the negotiated discounted fares and rates where possible
- g. The successful Service Provider should ensure an allowance of Flexible airline tickets for the month.
- h. Must keep abreast of carrier schedule changes as well as all other alterations

and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.

- i. Book parking facilities at the airports where required for the duration of the travel.
- j. Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- k. Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- l. Must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times (sms, emails etc).
- m. Advise the Traveller of all visa and inoculation or vaccination requirements well in advance.
- n. Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- o. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- p. Ensure confidentiality in respect of all travel arrangements and concerning all persons.
- q. Timeous submission of proof that services have been satisfactorily delivered (invoices) as per POLMED instructions.
- r. Online Book Platform must have Secure Socket Layer digital certificate to ensure secure layer of digital communication medium.
- s. In cases where Online Book Platform requires online signature, digital secure signature platform with digital automatic date and time should be configured and signed, scan and attached signature is not allowed.

3.4.3. The following are the limitations or exclusions:

- a. Visa applications will not be the responsibility of the successful bidder; however, the relevant information must be supplied to the traveller(s) where visas will be required.
- b. Negotiated airline fares, accommodation establishment rates, etc. that are negotiated directly by POLMED are non-commissionable, where commissions are earned for POLMED bookings all these commissions should be returned to POLMED on a quarterly basis.

- c. All the accumulated corporate Voyager Miles shall be returned to POLMED by the appointed bidder after each reconciled travelling statement.

3.5. AIR TRAVEL

- a. The successful bidder must be able to book full-service carriers as well as low-cost carriers for regional and international flights. In addition, for international flights, the airline which provides the most cost-effective and practical routings may be used.
- b. The successful bidder will book the most cost-effective airfares possible for domestic travel.
- c. The successful bidder should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- d. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- e. Airline tickets must be delivered electronically (SMS and/ email format) to the traveller(s) and travel bookers promptly after booking before the departure times.
- f. The successful bidder will also assist with the booking of chartered flights for VIPs.
- g. The successful bidder will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- h. The successful bidder must provide proof that bookings were made against the discounted rates on the published fares where applicable.
- i. Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- j. Assist with lounge access if and when required.
- k. Successful bidder must ensure that Airlines have implemented measures to ensure that the spread of COVID 19 is reduced.

3.6. ACCOMMODATION

- a. The successful bidder will obtain price comparisons within the maximum allowable matrix rate as per the POLMED Travel policy.
- b. The successful bidder will obtain at least two 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

- c. or office or location or destination of the traveller. In all instances, the successful bidder shall not exceed amounts set by POLMED policies without prior consent from POLMED.
- d. Successful Service Provider must ensure that reviews and complaints where possible are available for POLMED to assess before confirming bookings.
This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house/National and Provincial Conservation Agencies/Facilities or Bed & Breakfast) in accordance with POLMED travel policy.
- e. POLMED travellers may only stay at accommodation establishments which 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 successful bidder will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs.
- f. All accommodation bookings must as much as possible full board, i.e. include dinner, bed and breakfast.
- g. Accommodation vouchers must be issued to all POLMED travellers for accommodation bookings and must be invoiced to POLMED as per arrangement. Such invoices must be supported by a copy of the original hotel or other related accommodation charges.
- h. The successful bidder must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per POLMED travel policy.
- i. Cancellation of accommodation bookings must be done as soon as cancellation notice is received to guard against no show penalties and late cancellation fees.
- j. The successful bidder must ensure that accommodation providers have implemented measures to ensure that the spread of Covid 19 is reduced.

3.7. CONFERENCING AND EVENTS

- a. The successful bidder will obtain price comparisons within the maximum allowable matrix rate as per POLMED Travel policy.
- b. The successful bidder will obtain three price comparisons from conference establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the accommodation establishment or office or location or destination of the traveller.

This includes planning, booking, confirming and amending of conference facilities with any establishment (hotel group, private hotel, guest house/National and Provincial Conservation Agencies/Facilities or Bed & Breakfast) in accordance with POLMED travel policy.

- c. POLMED may only utilise conferencing facilities with which has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted conferencing facilities be unable to accommodate POLMED, the successful bidder will source suitable conference facilities bearing in mind the requirement of convenience for The POLMED and conformation with acceptable costs, or as stipulated in written directives issued from time to time POLMED.
- d. Conferencing voucher must be issued to the conference booker for conferencing bookings and must be invoiced as per arrangement. Such invoices must be supported by a copy of the original conferencing or other related charges.
- e. Cancellation of conference bookings must be done promptly to guard against no show penalties and late cancellation fees.
- f. Successful bidder must ensure that conference providers have implemented measures to ensure that the spread of COVID 19/ is reduced.

3.8. AFTER HOURS AND EMERGENCY RESERVATIONS

- a. The successful bidder must provide a consultant or team of consultants to assist travellers with after hours and/or emergency reservations and changes to travel plans.
- b. A dedicated consultant/s must be available to assist VIP/Executive Travellers with after hour or emergency service.
- c. After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 8h00) and twenty-four (24) hours on weekends and Public Holidays.
- d. A call centre facility or after hours contact number should be made readily available to all travellers so that when required, unexpected changes to travel plans and emergency bookings can be attended to swiftly.
- e. The successful bidder must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.

3.9. COMMUNICATION

- a. The successful bidder may be requested to conduct workshops and other information-sharing training sessions for POLMED Travel Bookers.
- b. All enquiries must be assessed and prompt feedback be provided in accordance with the Service Level Agreement.
- c. The successful bidder must ensure sound and timeous communication with all stakeholders, as well as linkage with the business traveller, travel coordinator and the bidder in one smooth continuous workflow.

3.10. FINANCIAL MANAGEMENT

- a. The successful bidder must implement the rates negotiated with travel service providers or the discounted air fares, or the maximum allowable rates established where applicable.
- b. The successful bidder will be responsible to manage the service provider's accounts. This will include the timely receipt of invoices to be presented to POLMED for payment within the agreed time period.
- c. Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- d. POLMED prefer the bidder that have financial stability to carry costs in case of challenges with lodge cards.
- e. The successful bidder will be required to offer a 30 day Bill-back account facility to institutions should a lodge card not be offered.
- f. Consolidate Travel Supplier Bill-back invoices.
- g. The successful bidder is responsible for the consolidation of invoices and supporting documentation to be provided to POLMED on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report.
- h. Proof of that the traveller has used the booked accommodation must be attached at all the times.
- i. Ensure Travel Supplier accounts are settled timeously.

3.11. TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING

- a. The successful bidder must provide an online booking platform as well as the travel mobile application.
- b. Online Book Platform must have Secure Socket Layer digital certificate to ensure secure layer of digital communication medium.
- c. In cases where the Online Book Platform requires online signature, digital secure signature platform with digital automatic date and time should be configured and signed, scan and attached signature is not allowed.
- d. The successful bidder must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- e. All management information and data input must be accurate.
- f. Reports must be accurate and provided as per POLMED specific requirements at the agreed time. Information must be available on a transactional level that reflects details including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).
- g. POLMED may request the successful bidder to provide additional management reports.
- h. Reports must be available in an electronic format; for example, Microsoft Excel.
- i. Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:

Travel

- I. After hours' Report.
- II. Compliments and complaints.
- III. Consultant Productivity Report.
- IV. Long term accommodation and car rental.
- V. Extension of business travel to include leisure.
- VI. Upgrade of class of travel (air, accommodation and ground transportation);
- VII. Bookings outside Travel Policy.

Finance

- I. Reconciliation of commissions/rebates or any volume-driven incentives;
 - II. Creditor's ageing report;
 - III. Creditor's summary payments;
 - IV. Daily invoices;
 - V. No-show report;
 - VI. Cancellation report;
 - VII. Monthly Bank Settlement Plan (BSP) Report;
 - VIII. Refund Log;
 - IX. Open voucher report, and
 - X. Open Age Invoice Analysis.
- j. The successful bidder will be required implement all the necessary processes and programs to ensure that all the captured data is secure at all times and is not accessible by any unauthorised parties.
- k. The successful service provider must provide access to document portal for the POLMED to be able to download invoices and related supporting documents for payment purposes.

3.12. ACCOUNT MANAGEMENT

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

3.13. VALUE-ADDED SERVICES

- a) The successful bidder must at all material times provide the following value-added services:
- b) Destination information for regional and international destinations:
 - Health warnings;
 - Weather forecasts;
 - Places of interest (Guided tours);
 - Visa information;
 - Travel alerts;
 - Location of hotels and restaurants;
 - Information including the type and cost of public transport;
 - Rules and procedures of the airports, accommodation and transport rentals;
 - Business etiquette specific to the visiting country;
 - Airline baggage and other relevant policies; and
 - Supplier data-base updates
- c) Electronic voucher retrieval via web and smart phones;
- d) Assist travellers with currency exchanges, foreign language translation, directional maps, etc.
- e) SMS notifications for travel confirmations;
- f) Travel audits;
- g) Global Travel Risk Management;
- h) VIP services for Executives that include, but is not limited to check-in support.

3.14. COST MANAGEMENT

- a) The POLMED Travel Policy will provide a basis for the recognition of cost-savings culture.
- b) It is the obligation of the successful bidder Consultant to advise on the most cost effective option at all times, and costs should be within the framework of POLMED Travel policy.
- c) The successful bidder plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction.

3.15. QUARTERLY AND ANNUAL TRAVEL REVIEWS

- a) Quarterly reviews are required to be presented by successful bidder to Executive: Finance and Procurement. These comprehensive reviews are to be presented to POLMED Supply Chain Management and Finance teams as part of the performance management reviews based on the agreed service levels/standards.
- b) Annual Reviews are also required to be presented to POLMED Senior Executives.

3.16. OFFICE MANAGEMENT AND ADMINISTRATION

- a) The successful bidder to ensure high quality service to be delivered at all times to POLMED.
- b) The successful bidder is required to provide POLMED with highly skilled and qualified human resources of the following roles:
 - Senior Consultant
 - Travel Manager (Operational)
 - Finance Manager / Branch Accountant
 - Admin Back Office (Creditors / Debtors/Finance Processors)
 - Key Account Manager (per hour)
 - System Administrator (General Admin)

4. PRICING MODEL

POLMED requires bidders to propose on one pricing model which is the transactional fee model.

4.1. Transaction Fees

- a) The transaction fee must be on a 'fixed amount per service' agreement. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers
- b) It is important for Bidders to note the following, when determining pricing:
- c) No override commissions earned through POLMED reservations will be paid to the TMCs.
- d) An open book policy will apply and any commissions earned through the POLMED volumes will be reimbursed.
- e) TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

GATE 2: TECHNICAL EVALUATION

5. EVALUATION PROCESS

Bids will be evaluated on functionally as per the evaluation criteria and weights in the table shown below.

No	Criteria	Weight Allocated
1	EXPERIENCE IN PROVING THE SERVICE	
1.1	The service provider should experience in travel management service, provide contact.	10
2	CAPACITY AND CAPABILITY TO DELIVER TO POLMED	
2.1	Similar projects/job done previously with other organization of a similar size as POLMED.	10
2.2	Methodology on the management of all reservation, detailing turnaround times for submission of quotations, processing the orders as well as communication with the travellers or travel bookers.	20
2.3	Team's experience and Resources allocated to the Project	10
2.4	Effectiveness and Efficiency of the Booking process Applied	10
3	REPORTING	
3.1	Ability to provide comprehensive reports to POLMED	10
4.	ACCOUNT MANAGEMENT	
4.1	Provide details on how the POLMED account will be managed, including assisting with third parties service providers negotiations for preferred rates.	10
4.2	After hours services – Service Providers to demonstrate how POLMED will be assisted after hours.	10
5.	VALUE ADDED SERVICES	
5.1	Service Provider's ability to provide value added services over and above the requirements of the RFP	10
6.	TOTAL	100

5.1. Technical Evaluation Minimum Threshold

Service Providers will be required to meet a minimum of threshold of 90% on technical evaluation to proceed to Gate 3, i.e., Price and B-BBEE Evaluation.

6. PRESENTATIONS AND SYSTEM DEMOSNTRATIONS

6.1. During these phase bidders are required to do presentation on the systems and the functionality of their systems to assess functionality or ability of the bidder to implement and manage the contract.

6.2. The Presentation should cover the items indicated in the table below :

No	Description	Weight
1	Service Provider's Standard Operating Procedure (SOP) for reservations	15
2	Standard Operating Procedure for Invoice preparationsystem	15
3	Management Information Reports	10
4	Reconciliation of the Invoices and Payment	10
5	Document portal	20
6	Online Booking Platform inclusive of the Mobile Travel Application	30
7	TOTAL	100

Only bidders who will score a minimum of 90 points on presentation evaluation will be considered for the next phase of evaluation which is price and B-BBEE.

GATE 3: PRICING AND B-BBEE EVALUATION

7. PRICE

7.1. Only Bidders that have achieved a minimum score of 90% will be evaluated on price and B-BBEE.

7.2. The percentage scored for price shall be calculated by applying the undermentioned formula:

$$Ps = 80(1 - (Pt - Pmin)/Pmin)$$

Where,

- i) Ps: percentage scored for price under consideration
- ii) Pmin: lowest acceptable price
- iii) Pt: price under consideration
- iv) 80: percentage/weight allocated for price

7.3. The lowest acceptable bid will obtain the maximum percentage allocated for the price/ price component. The other bids with higher prices for the price component, will proportionately obtain lower percentages based on the above indicate formula.

7.4. POLMED shall not be obliged to accept the lowest price bid.

PRICING SCHEDULE

YOU ARE HEREBY INVITED TO RESPOND TO A BID OF POLMED	
BID NUMBER	POLMED004/2022/TRAVELSERVICES
DESCRIPTION	Request for Proposals for appointment of a service provider for travel management services
VALIDITY	90 DAYS

Bidders are required to use the transaction fee pricing model and the following are the list of transactions to be costed:

NO	DESCRIPTION	TRANSACTION FEE
1	Air travel Domestic	
2	Air travel Regional	
3	Air travel International	
4	Accommodation Domestic	
5	Accommodation Regional	
6	Accommodation International	
7	Refunds Domestic	
8	Refunds Regional	
9	Refund International	
10	Coach/Bus tickets	
11	Foreign Exchange (Facilitation only)	
12	Visas Excluding 3rd party	
13	Conference/Events	
14	Airport parking	
15	Travel insurance	
16	Rail reservation	
17	Document delivery	
18	Back office reconciliation and invoicing	
19	Merchant fee (where applicable)	
20	Bill back	
21	Monthly Travel Management Report	
22	Adhoc Travel Management Report	
23	Copy of original invoice	
24	Lodge Card reconciliation	
25	Emergency After Hour Services	
26	Cancelation fee per transaction	

Bidders are required to submit pricing schedule indicate cost per transaction in accordance with the items mentioned above. As indicated bidders will earn up to maximum of 80 points for price.

8. B-BBEE STATUS

The proof pertaining to the bidder's level contributor status in terms of the B- BBEE Act and the Codes of Good Practice, issued by the dti 11 October 2013, as amended, will be evaluated. Information is available at www.dti.gov.za.

The bidder will be allowed to score up to a maximum of 20 points depending on the bidder's level contributor status as per the POLMED B-BBEE Contributor level scorecard.

The following table will be used to allocate points for B-BBEE where the 80/20 for all open tender requests.

B-BBEE Status Level Contributor	Points allocated for B-BBEE Level Contributor
1	10
2	8
3	6
4	4
5	2
6	2
7	0
8	0
Non-Compliant	0

The remaining ten (10) will be allocated for B-BBEE bonus points as follows:

An EME or QSE which is at least 51% black owned	5 Points
An EME or QSE which is at least 31% black owned by women	5 Points

9. ADJUDICATION OF THE BID

The scores received for functionality, price and B-BBEE will be added together to obtain a final score for the Bidder. The Tender Evaluation Committee will make its recommendation to the Tender Adjudication Committee on the final score received by each Bidder.

POLMED reserves the right to award the contract to one (1) or more service provider or not to award the contract at all.