



an agency of the
Department of Sport, Arts and Culture

INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR THE REQUIREMENT OF SOUTH AFRICAN STATE THEATRE

RFQ NUMBER:	RFQ No: SAST/06/2022/Travelling management company
DESCRIPTION:	The appointment of an experienced and a suitably qualified service provider to provide Travelling services to the South African State Theatre for a period of 24 months.
PUBLISH DATE:	01 June 2022
CLOSING DATE	14 June 2022@16:00pm
COMPULSORY BRIEFING SESSION DATE & TIME	None
DELIVERY ADDRESS	QUOTATION MAY BE DEPOSITED IN THE BID BOX SITUATED AT: 320 Pretorius Street PRETORIA (at reception, on the lower ground)
ENQUIRIES:	Ms. Makhosazana Hlatswayo Email: scm@statetheatre.co.za Tel : 012 392 4000
NB: Bidders must ensure that they sign the register at the reception when delivering their bids	

BIDDER NAME:

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITION OF CONTRACT.

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SECTION 1

1. INTRODUCTION

One of the strategic objectives of the unit: Supply Chain Management is to enhance customer services and service delivery. In doing so, it is essential to provide a travel service to the South African State Theatre (SAST) to ensure achievement of its goals and objectives. It is therefore essential that the services contracted for are of a high quality, and are efficient, effective and value for money is achieved.

2. PURPOSE OF THIS REQUEST FOR QUOTATION (RFQ)

The purpose of this RFQ is to invite quotations from experienced and suitably qualified service provider(s) for the provision of travel management services to the South African State Theatre staff, Management, artists, Consultant and the Council.

This RFQ document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by SAST for the provision of travel management services. The RFQ does not however constitute an offer to do business with SAST, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

3. DEFINITIONS

Accommodation means the rental of lodging facilities while away from one's place of residence, but on authorised official duty.

After-hours service refers to an enquiry or travel request that is actioned after normal working hours, i.e. 17h00 to 8h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays

Air travel means travel by airline on authorised official business.

Authorising Official means the employee who has been delegated to authorise travel in respect of travel requests and expenses, e.g. line manager of the traveller.

Car Rental means the rental of a vehicle for a short period of time by a Traveller for official purposes.

SAST means South African State Theatre.

RFQ means Request for Quotation

Domestic travel means travel within the borders of the Republic of South Africa.

Emergency service means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.

gCommerce refers to the Government's buy-site for transversal contracts.

International travel refers to travel outside the borders of the Republic of South Africa.

Lodge Card is a credit card which is specifically designed purely for business travel expenditure. There is typically one credit card number which is "lodged" with the TMC at to which all expenditure is charged.

Management Fee is the fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management services, excluding any indirect service fee not included in the management fee structure (visa, refund, frequent flyer tickets etc).

Merchant Fees are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.

Quality Management System means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management.

Regional travel means travel across the border of South Africa to any of the SADC Countries, namely; Angola, Botswana, Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe.

Service Level Agreement (SLA) is a contract between the TMC and Entity that defines the level of service expected from the TMC.

Shuttle Service means the service offered to transfer a Traveller from one point to another, for example from place of work or home to the airport.

Third party fees are fees payable to third party service providers that provides travel related services on an ad hoc basis that is not directly provided by the TMC.

These fees include visa fees and courier fees.

Transaction Fee means the fixed negotiated fee charged for each specific service type e.g. international air ticket, charged per type per transaction per traveller.

Traveller refers to a SAST official, Council member, consultant or contractor, Artist travelling on official business on behalf of SAST.

Purchase Order is the official document utilised by SAST reflecting the detail and order number of the trip that is approved by the relevant authorising official.

Travel Booker is the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller, e.g. SCM official or the personal assistant of the traveller.

Travel Management Company or TMC refers to the Company contracted to provide travel management services (Travel Agents).

Travel Voucher means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.

Value Added Services are services that enhance or complement the general travel management services e.g. Rules and procedures of the airports.

VAT means Value Added Tax.

VIP or Executive Service means the specialised and personalised travel management services to selected employees of Government/ Entity by a dedicated consultant to ensure a seamless travel experience.

4. LEGISLATIVE FRAMEWORK OF THE BID

4.1. Tax Legislation

- 4.1.1. Bidder(s) must be compliant when submitting a proposal to SAST and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).
- 4.1.2. It is a condition of this RFQ that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 4.1.3. The Tax Compliance status requirements are also applicable to foreign service providers / individuals who wish to submit bids.
- 4.1.4. It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.
- 4.1.5. Bidders are required to be registered on the Central Supplier Database and the SAST shall verify the bidder's tax compliance status through the Central Supplier Database.
- 4.1.6. Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

4.2. Procurement Legislation

SAST has a detailed evaluation methodology based on Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

4.3. Technical Legislation and/or Standards

Bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services.

5. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

6. PRESENTATION / DEMONSTRATION

Shortlisted service providers may be requested to make presentations/demonstrations to SAST.

DURATION OF THE CONTRACT

The successful bidder will be appointed for a period of twenty-four months.

7. SCOPE OF WORK

7.1. Background

The travel requisition process is currently a manual process. The travel requisition is manually captured on forms that go through a manual authorisation approval procedure and are then forwarded to the SAST travel co-ordinator for booking finalisation through the travel management company.

SAST's primary objective in issuing this RFQ is to enter into agreement with a successful service provider who will offer the following:

- a) Provide SAST with the travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the service level agreement.
- b) Achieve significant cost savings for SAST without comprising quality of services.
- c) Ensure that SAST adheres to the National Treasury's Cost containment guidelines

7.2. Experience

14.2.1 The following should be submitted:

- (a) Evidence of track record in providing similar services (travel management services);
- (b) Reference letters with contact person, designation and numbers (at least 3)
- (c) The service provider shall demonstrate knowledge and skill during the pre-evaluation presentation in the roll out of a travel booking system.
- (d) At least a minimum of three years' experience in rendering travel management and bookings that are normally done by the travel consultants through the Global Distribution System (GDS).

14.2.2 Travel safety, security, and Confidentiality

The ability to provide information on travel risks in all countries and indicate the process to follow should a need arise to evacuate the travelers. The service provider must indicate how they will handle confidentiality and safeguard SAST's data against any unauthorized individuals or third parties.

7.3. Travel Volumes (See attached pricing schedule)

The current SAST total volumes per annum includes air travel, accommodation, car hire, forex, conference, etc. The table below details the number of transactions for the **FY 2020/2021** as follows:

Service Category	Estimated Number of Transactions per annum
Air travel - Domestic	
Air Travel - Regional & International	
Car Rental - Domestic	
Car Rental - Regional & International	
Shuttle Services - Domestic	
Accommodation - Domestic	
Accommodation - Regional & International	
Transfers - Domestic	
Transfers - Regional & International	
Bus/Coach bookings	
Train - Regional & International	
Conferences/Events	
After Hours	
Parking	
Insurance	
Forex	
GRAND TOTAL	

Note: These figures are based on actual information and estimates for the current year, and they may change during the tenure of the contract. The figures are meant for illustration purposes to assist the bidders to prepare their proposal.

7.4. Service Requirements

7.4.1. General

The successful service provider will be required to provide travel management services. Deliverables under this section include without limitation, the following:

- a. The travel services will be provided to all Travellers travelling on behalf of SAST, locally, regionally, and internationally. These will include Council members, Executive Management, employees, artists,

consultants, and clients where the agreement is that SAST 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 travel business processes.
- d. **Familiarisation with current travel suppliers and negotiated agreements that are in place between SAST and third parties. Assist with further negotiations for better deals with travel service providers including the Small Medium Enterprise, (SMME's).**
- e. **Familiarisation with current SAST Travel Policy and National Treasury Cost Containment guidelines and implementation of controls to ensure compliance.**
- 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 for SAST to update their travellers' profiles.
- h. **Manage the third-party service providers by addressing service failures and complaints against these service providers.**
- i. Consolidate all invoices from travel suppliers and submit to SAST.
- 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 three (3) contactable existing/recent clients (within past 3 years) which are of a similar size to SAST.

7.4.2. **Reservations**

The Travel Management Company will:

- a. Receive travel requests from travellers and/or travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to the travel Booker and traveller via the agreed communication medium.
- b. always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel Booker.
- c. Inform themselves of all travel requirements for destinations to which travellers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.
- d. **obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.**

- e. book the negotiated discounted fares and rates where possible.
- f. 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.
- g. book parking facilities at the airports where required for the duration of the travel.
- h. respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- i. Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- j. must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- k. advise the Traveller of all visa and inoculation requirements well in advance.
- l. assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- m. facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- n. facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.
- o. note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- p. Visa applications will be the responsibility of the TMC; however, the relevant information must be supplied to the traveller(s) where visas will be required.
- q. Negotiated airline fares, accommodation establishment rates, car rental rates, etc, which are negotiated directly or established by National Treasury or by SAST are **non-commissionable**, where commissions are earned for SAST bookings all these commissions should be returned to SAST on a quarterly basis.
- r. Ensure confidentiality in respect of all travel arrangements concerning all persons requested by SAST.
- s. Timeous submission of proof that services have been satisfactorily delivered (invoices) as per SAST's instructions.

7.4.3. **Air Travel**

- a. The TMC must be able to book full-service carriers as well as low-cost carriers.
- b. The TMC will book the most cost-effective airfares possible for domestic travel.
- c. For international flights, the airline which provides the most cost effective and practical routings may be used.

- d. The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- e. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- f. Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.
- g. The TMC will also assist with the booking of charters for VIPs utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- h. The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- i. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- j. Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- k. Assist with lounge access if and when required.

7.4.4. **Accommodation**

- a. The TMC will obtain price comparisons within the maximum allowable rate matrix as **per the cost containment instruction of the National Treasury.**
- b. The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller
- c. This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with the SAST's travel policy.
- d. When the TMC source suitable accommodation must bear in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National Treasury or SAST.
- e. Accommodation vouchers must be issued to all travellers for accommodation bookings and must be invoiced to SAST as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.

- f. The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as and when revised by National Treasury.
- g. **Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.**

7.4.5. **Car Rental and Shuttle Services**

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

7.4.6. **After Hours and Emergency Services**

- a. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and 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 assistance.
- 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 available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- e. The Travel Management Company 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.

7.5. Communication

- 7.5.1. The TMC may be requested to conduct workshops and training sessions for Travel Bookers of the SAST.
- 7.5.2. All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.
- 7.5.3. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel Management Company in one smooth continuous workflow.

7.6. Financial Management

The TMC must implement the rates negotiated by the SAST with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.

- 7.6.1. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to SAST for payment within the agreed time period.
- 7.6.2. Enable savings on total annual travel expenditure and this must be reported, and proof provided during monthly and quarterly reviews.
- 7.6.3. The TMC will be required to offer a 30-day bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices the SAST for the services rendered.
- 7.6.4. Original invoices supported with the relevant service provider's invoices. SAST will not pay invoices which are older than three months old without a letter explaining the reasons for the delays by the TMC.
- 7.6.5. A separate account for losses / damages /accident as a result of hired vehicles should be open by TMC. TMC is expected to assist SAST with investigation prior to payment of the claim and all relevant documents as follows:
 - signed rental agreement by the driver together with the pre and post vehicle inspection form;
 - signed accident report form by the driver;
 - copies of photos of the damage;
 - at least three quotations for repairs and / or a detailed motivation why three quotations cannot be provided; and
 - Report of investigation conducted by TMC and car hire companies

- 7.6.6. Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- 7.6.7. Consolidate Travel Supplier bill-back invoices.
- 7.6.8. **SAST does not utilise travel lodge card.**
- 7.6.9. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to the SAST SCM Unit 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.
- 7.6.10. Ensure Travel Supplier accounts are settled timeously.

7.7. Technology, Management Information and Reporting

- 7.7.1. The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- 7.7.2. The implementation of an Online Booking Tool to facilitate domestic bookings should be considered to optimise the services and related fees.
- 7.7.3. All management information and data input must be accurate.
- 7.7.4. The TMC will be required to provide the SAST with a minimum of three (3) standard monthly reports that are in line with the National Treasury's Cost Containment Instructions reporting template requirements at no cost.

The reporting templates can be found on
<http://www.treasury.gov.za/legislation/pfma/TreasuryInstruction/AccountantGeneral.aspx>
- 7.7.5. Reports must be accurate and be provided as per SAST's specific requirements at the agreed time. Information must be available on a transactional level that reflect detail including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).
- 7.7.6. SAST may request the TMC to provide additional management reports.
- 7.7.7. Reports must be available in an electronic format for example Microsoft Excel.
- 7.7.8. Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:
 - i. **Travel**
 - a) After hours' Report;
 - b) Compliments and complaints;

- c) Consultant Productivity Report;
- d) Long term accommodation and car rental;
- e) Extension of business travel to include leisure;
- f) Upgrade of class of travel (air, accommodation and ground transportation);
- g) Bookings outside Travel Policy.

ii. **Finance**

- a) Reconciliation of commissions/rebates or any volume driven incentives;
- b) Creditor's ageing report;
- c) Creditor's summary payments;
- d) Daily invoices;
- e) No show report;
- f) Cancellation report;
- g) Receipt delivery report;
- h) Monthly Bank Settlement Plan (BSP) Report;
- i) Refund Log;
- j) Open voucher report, and
- k) Open Age Invoice Analysis.

7.7.9. The TMC will implement all the necessary processes and programs to ensure that all the data is secure at all times and not accessible by any unauthorised parties.

7.7.10. TMC should make use of enabled communication platform by ensuring that they have access to use such platforms like Skype or WhatsApp applications to establish contact with travellers when required.

7.8. Account Management

7.8.1. An Account Management structure should be put in place to respond to the needs and requirements of the SAST and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.

7.8.2. The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the SAST's account.

7.8.3. The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.

- 7.8.4. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 7.8.5. **Ensure that the SAST's Travel Policy is enforced.**
- 7.8.6. The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.
- 7.8.7. Ensure that workshops/training is provided to Travellers and/or Travel Bookers
- 7.8.8. During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

7.9. Value Added Services

The TMC must provide the following value-added services:

- 7.9.1. Destination information for regional and international destinations:
 - i. Visa information;
 - ii. Travel alerts;
 - iii. Location of hotels and restaurants;
 - iv. Information including the cost of public transport;
 - v. Rules and procedures of the airports;
 - vi. Business etiquette specific to the country;
 - vii. Airline baggage policy; and
 - viii. Supplier updates
- 7.9.2. Electronic voucher retrieval via web and smart phones;
- 7.9.3. SMS notifications for travel confirmations;
- 7.9.4. Travel audits;
- 7.9.5. Global Travel Risk Management;
- 7.9.6. VIP services for Executives that include but is not limited to check-in support.

7.10. Cost Management

- 7.10.1. **The National Treasury cost containment initiative and the SAST's Travel Policy is establishing a basis for a cost savings culture.**
- 7.10.2. It is the obligation of the TMC Consultant to advise on the most cost-effective option at all times, and costs should be within the framework of the National Treasury's cost containment instructions.

- 7.10.3. The TMC plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction.
- 7.10.4. The TMC should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are in accordance with the SAST's Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

7.11. Monthly, Quarterly and Annual Travel Reviews

7.11.1 Monthly report on the total service fees charged on SAST travel expenses

Quarterly reviews are required to be presented by the Travel Management Company on all SAST travel activity in the previous three-month period. These reviews are comprehensive and presented to SAST's Procurement and Finance teams as part of the performance management reviews based on the service levels. Annual Reviews are also required to be presented to the SAST's executives.

7.11.2 These Travel Reviews will include without limitation the following information

- (a) Declined / missed saving opportunities,
- (b) Traveller behaviour with regard to advanced bookings and last-minute bookings,
- (c) Payments made and outstanding monies,
- (d) Costs incurred due to cancellations, credits and refunds,
- (e) No shows,
- (f) Late bookings and amendments,
- (g) Losses, damages and accidents,
- (h) Commissions and rebates payable to SAST,
- (i) Expenditure breakdown per supplier, and
- (j) Any other exceptions.

7.12. Office Management

7.12.1. The TMC to ensure high quality service to be delivered at all times to the SAST's travellers. The TMC is required to provide SAST with highly skilled and qualified human resources of the following roles but not limited to:

- a. Senior Consultants
- b. Intermediate Consultants
- c. Junior Consultants
- d. Travel Manager (Operational)
- e. Finance Manager / Branch Accountant
- f. Admin Back Office (Creditors / Debtors/Finance Processors)
- g. Strategic Account Manager (per hour)
- h. System Administrator (General Admin

7.13. Business Continuity Plan

The bidders must submit a Business Continuity Plan aim at addressing system downtime and back up recovery of information, times, maintenance period. Provide details of the disaster recovery plan in the event of power failure, technical difficulties or resource unavailability

8. PRICING MODEL

SAST requires bidders to propose only one pricing model being the **transactional fee model**.

8.1. Transaction Fees

Refer Annexure A3: Pricing Schedule

- 8.1.1. The transaction fee must be a fixed amount per service i.e one transaction fee for a return flight not one way etc. 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.
- i. Off-site option (**Template 1**)
- 8.1.2. The Bidder must further indicate the estimated percentage split between Traditional booking and On-line bookings.

8.2. Volume driven incentives

- 8.2.1. It is important for bidders to note the following when determining the pricing:
- i. National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers;
 - ii. No override commissions earned through SAST reservations will be paid to the TMCs;
 - iii. An open book policy will apply, and any commissions earned through the SAST volumes will be reimbursed to the SAST.
 - iv. TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

1. INSTRUCTIONS TO BIDDERS

2.1 General

Bidders must familiarize themselves with and comply with the mandatory requirements and ensure their availability for site visits and presentations, as required, on the appropriate dates.

2.2 Bidder Information

The successful bidder shall demonstrate to SAST that adequate pre-employment screening, including security screening was performed on the employees/sub-contractors (staff).

2.2.1 The pre-employment screening shall as a minimum be:

2.2.1.1 Authenticate that staff are who they claim to be.

2.2.1.2 Confirm that staff have a right to work in the RSA.

2.2.1.3 Obtain written declaration from staff of any criminal record; and

2.2.1.4 Confirm that staff possesses the relevant qualifications to undertake the duties effectively and safety.

2.2.2 The successful bidder shall deploy competent staff, supervision and labour who are:

2.2.2.1 Appropriately experienced and trained for the work they are to undertake.

2.2.3 SAST and its representatives may seek formal assurance to this effect (including a formal (audit) at any time during the contract period.

2.3 Consortium

2.3.1 Bidders forming part of a Consortium must submit with their bid a copy of their Consortium agreement in a separate attachment. This must clearly indicate:

2.3.1.1 The form of agreement.

2.3.1.2 The respective roles and responsibilities of the members.

2.3.1.3 The identity of the lead company which will have overall responsibility.

2.3.1.4 The name and address of the officer acting as a single point of contact for

2.3.1.5 Communications between SAST and the tenderers. He shall be fully empowered to act on behalf of all members; and

2.3.1.6 The member's agreement to be jointly and severally liable to SAST for the performance of the contract.

2.4 Sub-contracting

- 2.4.1 Bidders must detail any work to be sub-contracted, the proposed sub-contractor(s) to be used,
- 2.4.2 SAST reserves the right to reject the use of any of the bidder's proposed subcontractors and any subcontractor proposed during the contract term.
- 2.4.3 Bidders are advised that SAST will not respond any direct approach from potential sub-contractors for details in respect of any particular item in this bid.

2.5 SAST Bidding rights

- 2.5.1 SAST reserves the right to:
 - 2.5.1.1 extend the closing date.
 - 2.5.1.2 verify any information contained in a proposal.
 - 2.5.1.3 Request documentary proof regarding any bid issue.
 - 2.5.1.4 Give preference to locally manufactured goods or locally sourced services.
 - 2.5.1.5 Issue follow-up or supplementary questions during the response period or after receipt of tenders.
 - 2.5.1.6 Make known to all bidders any questions submitted by a bidder including commercial and technical clarifications, together with answers given to any individual bidder, if it is considered to be relevant to the tender; and
 - 2.5.1.7 Cancel or withdraw this request for tender as a whole or in part.

2.5.2 Evaluating Authorities' (BEC) of the evaluation process SAST may require bidders to arrange and/or participate in one or more of the following:

- 2.5.2.1 Interviews with, or written references from nominated references.
- 2.5.2.2 Reference site visits to the location(s) of nominated reference.
- 2.5.2.3 Interviews with bidder personnel who would be involved in the contract execution (day-to-day operations of the site);
- 2.5.3 Negotiations with the bidders.
- 2.5.4 Appoint one bidder or more than one bidder where necessary.

2.6 Bidding process

2.6.1 Bidders must familiarize themselves with and comply with the procurement time table and ensure their availability for the site visit and presentations, as required, on the appropriate dates.

2.6.2 Bidders are required to:

2.6.2.1 respond in the English language.

2.6.2.2 A cover letter on the bidder's company letterhead with clear reference to the bid of interest should accompany both the technical and pricing proposals.

2.6.2.3 All copies of the tender response must be signed on each page.

2.6.2.4 Ensure that all document attachments are clearly marked and bound in a clear, logical and well-marked format with a table on context ensuring ease of finding individual documents or sections; and

2.6.2.5 The original document must be signed in black ink by an authorized person, agent or representative and each and every page of the bidding documents shall contain the initials of the same signatory.

2.6.3 All costing and information must be typed and signed by the bidder, no handwritten costing/pricing will be accepted.

2.7 Bid submission requirements

2.7.1 Bidders must submit their responses and all supporting documents in properly labelled and sealed envelopes

Bidders must submit one (1) pack of original proposals including a Pricing schedule, marked in a sealed envelope. Bidder must also submit an ***ELECTRONIC SUBMISSION of their bid document (USB) in the same envelop.***

Bids must be submitted in sealed envelopes clearly labelled to reflect the RFQ number and description, submission date and closing time.

Bids must be bound, indexed and set out in a tabulated format. Unbound or loose papers will be rejected.

2.8 EVALUATION PROCESS

2.8.1 Evaluation criteria

Bids that meet MANDATORY requirements will be evaluated in two stages, which includes functionality (Stage 1) and Pricing and B-BBEE Status (Stage 2).

2.8.2 Compliance with MANDATORY requirements

All bids duly lodged will be examined to determine compliance with bidding requirements and conditions (completion and attachment of compulsory documents).

BIDDER WHO FAILS TO COMPLY WITH ALL MANDATORY REQUIREMENTS WILL BE DISQUALIFIED

2.8.3 Elimination of proposals on grounds of functionality

Bids that score less than 70 points for functionality will be eliminated from further participation in the Bid Evaluation process (Stage 2).

2.8.4 Mandatory requirements

Bidders who fail to comply with the following mandatory requirements will be disqualified. Evidence must be submitted.

		Yes	No
2.8.4.1	Submit a valid SARS Tax Pin issued by SARS		
2.8.4.2	Joint venture or Sub-contractor, valid tax Pin for each member (if applicable)		
2.8.4.3	Submit CSD (Central Supplier Database) report		
2.8.4.4	Submit Certified Company registration documents. Submit Certified ID copies of all directors listed on the Company reg. document.		
2.8.4.5	Fully accredited member of International Air Transport Association (IATA) (Attach proof of membership)		
2.8.4.6	Financial Stability (3 Year audited financial statements)		

Stage 1

TECHNICAL EVALUATION CRITERIA

The RFQ response is required to achieve a minimum score of 70 points on functionality to qualify to be evaluated on BBEE & Price.

Evaluation Criteria	Sub-Criteria	Weight
1. Experience		25
<p>1.1. Bidder's proven competency in rendering the similar service, extensive knowledge of the project proven by the number years rendering the similar services including on-line booking tool.</p> <p>Testimonials/reference letters from at least three (3) contactable existing/recent clients (within past 3 years) rendering similar services must be attached.</p>	<p>0-2 years</p> <p>3-4 years</p> <p>4-5 years</p> <p>6-7 years</p> <p>8+</p>	
2. Services		20
<p>2.1. Manage all reservations/ bookings, indicate how domestic (on-line) and international travel reservations/ bookings will be handled.</p> <p>Live presentation of the system: travel booking process, approvals, issuing of travel vouchers/ itineraries, reporting etc.</p>	<p>Excellent = 20</p> <p>Good = 15</p> <p>Satisfactory = 10</p> <p>Poor = 5</p> <p>Not acceptable =0</p>	
<p>2.2. Describe all refunds and non-refundable airline tickets.</p> <p>Describe in detail how will be the unused and cancelled air tickets be handled.</p>		
<p>2.3. Invoicing and management accidents claims</p>		

Evaluation Criteria	Sub-Criteria	Weight
<p>from hired vehicles</p> <p>Describe how invoicing will be handled and list all supporting documents to validate the claim</p>		
<p>2.4. Use of internet enabled communication platforms</p> <p>TMC should have access to use such platforms like Skype or WhatsApp applications to establish contact with travellers when required.</p>		
<p>2.5. After-hours and emergency services. The bidder must have capacity to provide reliable and consistent after hours and emergency support services. The bidder must have indicated how it is accessed, located, owned or outsourced?</p>		
<p>3. Systems</p>		20
<p>3.1</p> <p>(a) Plans to set up a support system</p> <p>(b) training and workshops and time frames</p>	<p>Excellent = 20</p> <p>Good = 15</p> <p>Satisfactory = 10</p> <p>Poor = 5</p>	
<p>3.2</p> <p>(a) Provide a sample of the monthly & time frame to be provided to SAST.</p> <p>(b) quarterly travel management review reports & time frame to be provided to SAST.</p>	<p>Not acceptable = 0</p>	

Evaluation Criteria	Sub-Criteria	Weight
3.3 Technology applicable to support MIS reports, reliability and consistency		
4. Office Support and Management		20
<p>4.1 Provide a detailed plan for implementing the travel management services.</p> <p>The plan must include the following:</p> <ul style="list-style-type: none"> (a) Individuals responsible for implementation (b) Project plan for implementation including timeline, roles and responsibilities (c) Dependencies or third parties 	<p>Excellent = 20</p> <p>Good = 15</p> <p>Satisfactory = 10</p> <p>Poor = 5</p> <p>Not acceptable = 0</p>	
4.2 Business Continuity Plan: How is the TMC address system downtime and back up recovery of information, times, maintenance period. Provide details of the disaster recovery plan in the event of power failure, technical difficulties or resource unavailability.		
4.3 Describe how travellers data privacy interests will be safeguarded		
TOTAL		85

The bidder must score **a minimum of 70 out of 85 during** on functionality in order to be evaluated further on presentation, bidders who failed to achieve the minimum qualifying score of 70 out of 85 on functionality will be disqualified and they will not be evaluated further on presentation.

Evaluation on presentations

Awarding of points to short listed bids: PRESENTATION OF PROPOSALS

Shortlisted service providers must be prepared to make presentations to SAST (at own expenses for at least 30 minutes (maximum) 15 min presentation and 15 min questions and answers) on how they will assist SAST to render a service in respect of travel services. Failure to attend the presentation when called upon will disqualify the bidder(s). Bidder's presentations should focus on the evaluation criteria to substantiate further merits of their bid.

All bidders are required to respond to the technical evaluation criteria scorecard and compliance checklist.

Refer to Annexure A2 for detailed information

Bidders who managed to achieve a minimum score of 70 out of 85 on functionality will be called for presentations. The presentation will be evaluated according to the scorecard below:

Evaluation Criteria	Weight
1. Experience	
1.1 Bidder's proven competency in rendering the similar service, extensive knowledge of the project proven by the number years rendering the similar services including on-line booking tool. Testimonials/reference letters from at least three (3) contactable existing/recent clients (within past 3 years) rendering similar services must be attached.	5
2.Services	
i. Manage all reservations/ bookings, indicate how domestic (on-line) and international travel reservations/ bookings will be handled. Live presentation of the system: travel booking process, approvals, issuing of travel vouchers/ itineraries, reporting etc.	5
j. Describe all refunds and non-refundable airline tickets. Describe in detail how the online booking tool will track unused and cancelled air tickets and how refundable tickets and non-refundable tickets will be handled.	

<p>k. Invoicing</p> <p>Describe how invoicing will be handled and list all supporting documents to validate the claim</p>	
<p>l. Social Media</p> <p>SAST will be making use of lodge card to settle for air travel, please indicate how reconciliation process will be handled, without delaying payment thereof.</p>	
<p>m. After-hours and emergency services.</p> <p>The bidder must have capacity to provide reliable and consistent after hours and emergency support services. The bidder must indicate how it is accessed, located, owned or outsourced?</p> <p>The bidder must indicate the turnaround time for emergency services and after-hours</p>	
3. Systems	
<p>3.1. Describe how travellers' data privacy interests will be safeguarded</p>	5
<p>3.2 Ability to provide required solution without sub-contracting. Is the system owned and operated by you or outsourced?</p>	
<p>3.3 Plans to set up a support system including training and time frame</p>	
<p>3.4 Provide a sample of the monthly or quarterly travel management review reports</p>	

4 Office Support and Management	
4.1 Describe what quality control procedures/processes that is in place to ensure that clients receive consistent quality service	
4.2 Provide a detailed plan for implementing the travel management services. The plan must include the following: (a) Individuals responsible for the implementation (b) Project plan for implementation including timeline, roles and responsibilities (c) Dependencies or third parties	
TOTAL FOR PRESENTATION	15
GRAND TOTAL: FUNCTIONALITY+ PRESENTATION	100

Stage 2: Evaluation for price and BBBEE

All bids who qualified/achieved the minimum qualifying score of 70 out of 100 on functionality will be evaluated further on price and BBBEE.

SECTION 3

3 RETURNABLE DOCUMENTS

Please indicate that all mandatory documents are included in this bid by ticking the boxes in the checklist below. Responses received without all required documents will be considered invalid.

Please also indicate where additional documents have been submitted to the main tender response.

Returnable Mandatory Compliance Documents

Please **indicate** that all mandatory documents are included in this bid by ticking the boxes in the checklist below. Responses received without all required documents will be considered invalid.

Please also indicate where additional documents have been submitted to the main tender response.

		Yes	No
3.1	SBD 4 Bidders declaration		
3.2	SBD 6.1 Preference points claim form i.e., PPR 2017		
3.3	General conditions of contract {initial on each page} Obtainable from the National Treasury website		

1. BIDDER INFORMATION

The following particulars must be furnished (failure to do so shall result in your bid being disqualified)

Indicate the type of Bidding structure by marking with an 'X':	
Individual bidder	
Joint venture	
Consortium	
Using Subcontractors	
Other	

If individual bidder, indicate the following:	
Name of bidder	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If Joint Venture or Consortium, indicate the following:	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If Joint Venture or Consortium, indicate the following: <i>(To be completed for each JV/ Consortium member)</i>	
Name of Joint Venture/ Consortium member	
Registration number	
VAT registration number	

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Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If using subcontractors, indicate the following: <i>(To be completed for each subcontract)</i>	
Name of subcontractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

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SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

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1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

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

1.2

- a) The value of this bid is estimated to **exceed/not exceed** R50 000 000 (all applicable taxes included) and therefore the preference point system shall be applicable; or
- b) Either the 80/20 or 90/10 preference point system will be applicable to this tender (*delete whichever is not applicable for this tender*).

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	
B-BBEE STATUS LEVEL OF CONTRIBUTOR	
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);

- (e) “**EME**” means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) “**functionality**” means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) “**prices**” includes all applicable taxes less all unconditional discounts;
- (h) “**proof of B-BBEE status level of contributor**” means:
 - 1) level certificate issued by an authorized body or person; B-BBEE Status
 - 2) prescribed by the B-BBEE Codes of Good Practice; A sworn affidavit as
 - 3) requirement prescribed in terms of the B-BBEE Act; Any other
- (i) “**QSE**” means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 or **90/10**

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

P_{\min} = Price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

- 4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14

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4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

5. BID DECLARATION

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 B-BBEE Status Level of Contributor: . =(maximum of 10 or 20 points)
 (Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

Designated Group: An EME or QSE which is at last 51% owned by:	EME √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

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8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name of company/firm:.....

8.2 VAT registration number:.....

8.3 Company registration number:.....

8.4 TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

.....

.....

.....

8.6 COMPANY CLASSIFICATION

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
 - (a) disqualify the person from the bidding process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person’s conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such

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cancellation;

- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.

<p>WITNESSES</p> <p>1.</p> <p>2.</p>
--

<p>.....</p> <p>SIGNATURE(S) OF BIDDERS(S)</p> <p>DATE:</p> <p>ADDRESS</p> <p>.....</p> <p>.....</p>
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