

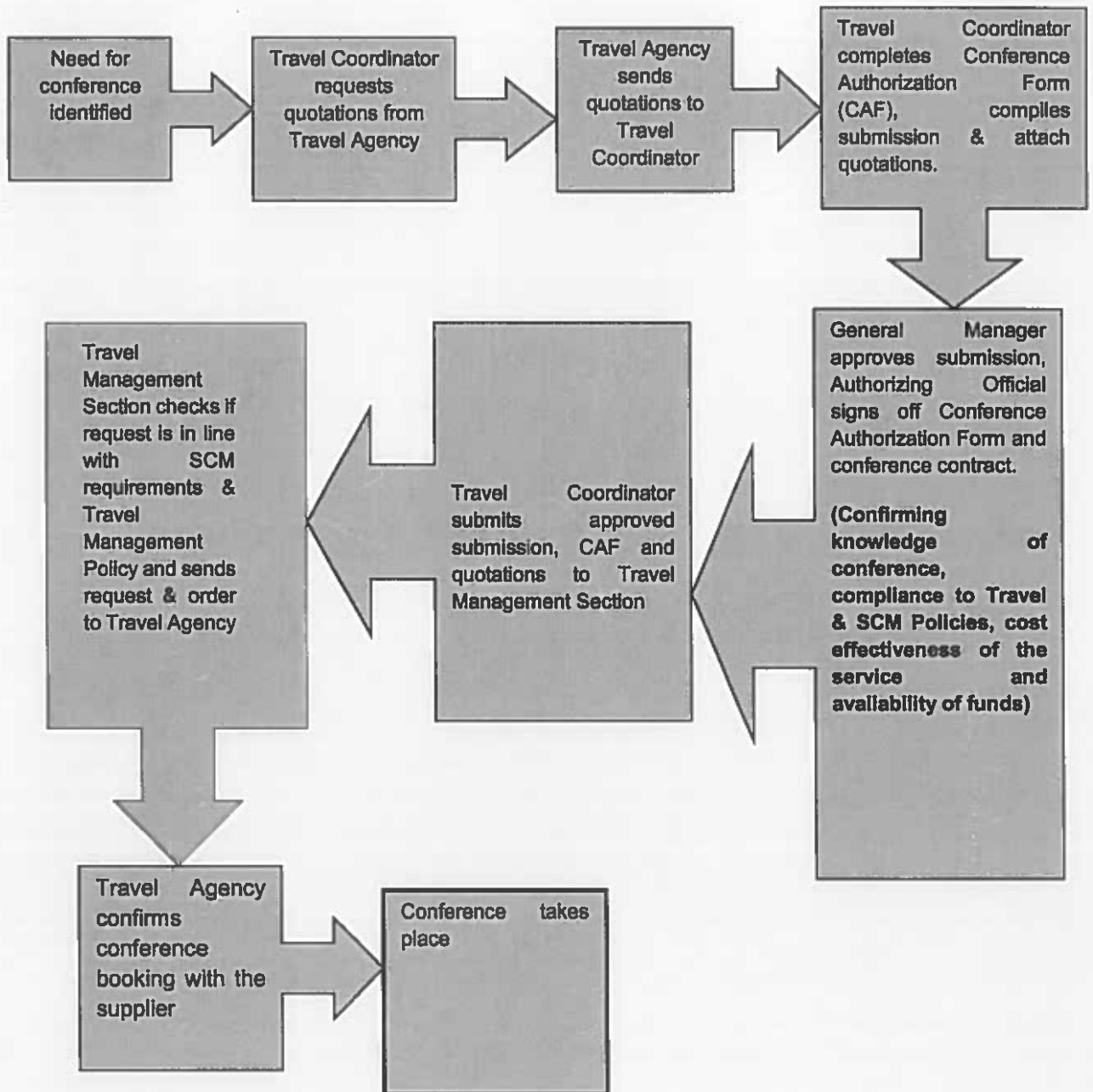
ANNEXURE D



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ANNEXURE D

FLOW CHART FOR PROCESSING A CONFERENCE REQUEST



ANNEXURE E



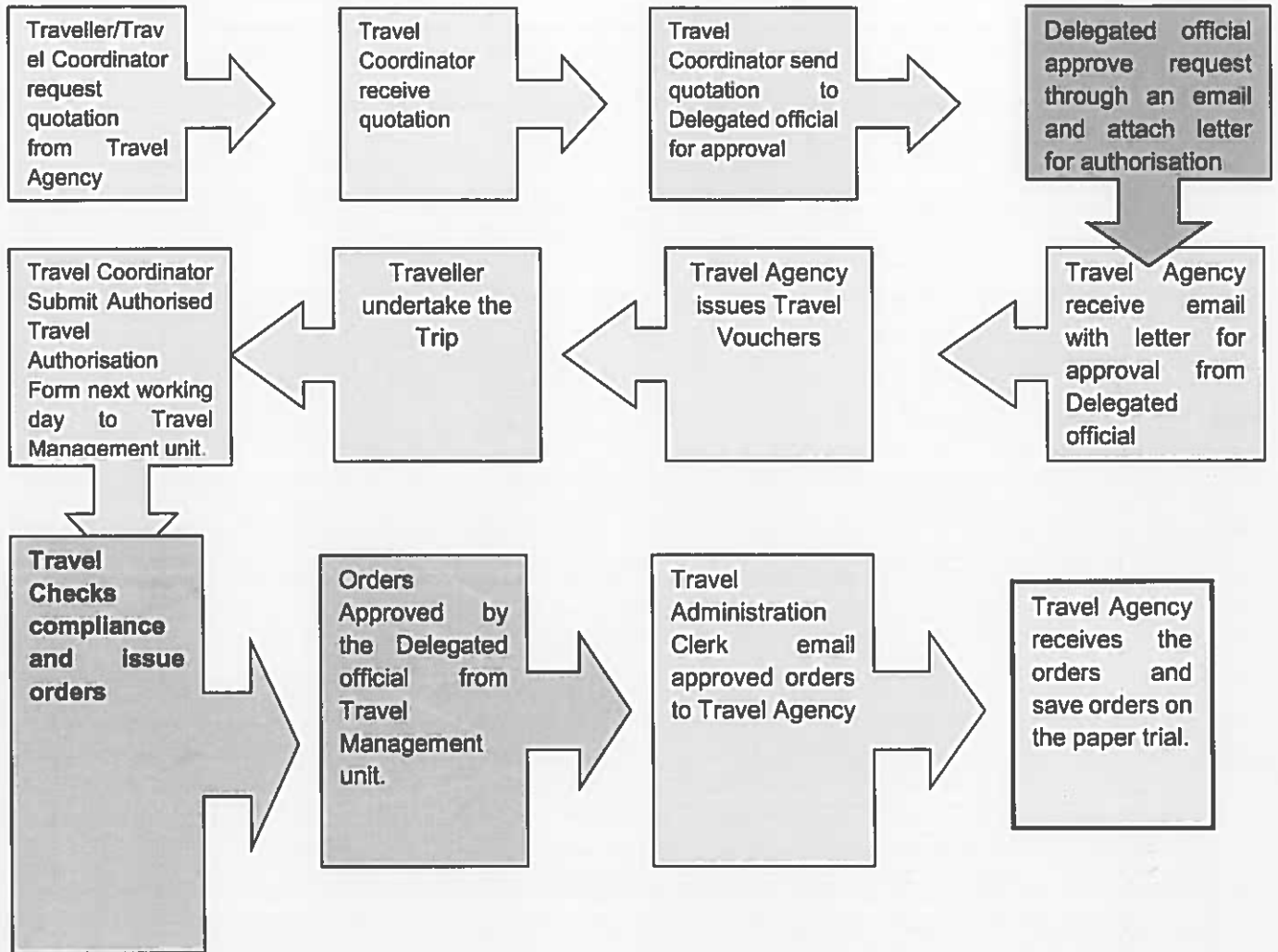
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ANNEXURE E

FLOW CHART FOR PROCESSING OF TRAVEL REQUEST (EMERGENCY BOOKING PROCESS)





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ANNEXURE F



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ANNEXURE F



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Invoices of Accommodation Services must adhere to the following when submitted to SASSA

| NO | Compulsory Attachments | Tick |
|----|---|------|
| 1. | Attach Check-in slip signed off by official by the Traveller/ or Invoices Signed off /or Meal slips signed off by the Traveller. In case of Guest Houses the Letter from Guest House must be attached. | |
| 2. | Approved Travel Authorisation Form must be attached | |
| 3. | Correct release order must be attached | |
| 4. | Voucher Issued Attached | |
| 5. | Dates of supplier invoice Correspond with Travel Agency and Travel Authorisation Form. | |
| 6. | If there is amendments form it must be attached. | |
| 7. | The amount on the supplier invoice and Travel Agency invoice correspond | |
| 8. | Final Invoice | |
| | <p>I hereby sign off that the invoices have been checked and adhered to the requirements specified. Sign off By Manager Accounts: Travel Agency Name and Surname: Signature: Date:</p> | |



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www.sassa.gov.za



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Invoices of Conference must adhere to the following when submitted to SASSA

| NO | Compulsory Attachments | Tick |
|----|---|------|
| 1. | Conference Invoice must be signed off / or slips signed off | |
| 2. | Approved Conference Authorisation Form must be attached | |
| 3. | Correct release order must be attached | |
| 4. | Voucher Issued Attached | |
| 5. | Dates of supplier invoice Correspond with Travel Agency and Conference Authorisation Form. | |
| 6. | If there is amendments form it must be attached. | |
| 7. | Final Invoice | |
| | <p>I hereby sign off that the invoices have been checked and adhered to the requirements specified.</p> <p>Sign off By Manager Accounts: Travel Agency</p> <p>Name and Surname:</p> <p>Signature:</p> <p>Date:</p> | |



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Eastern Cape

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www.sassa.gov.za

Invoices of Shuttle Services must adhere to the following when submitted to SASSA

| NO | Compulsory Attachments | Tick |
|----|---|------|
| 1. | Attach Shuttle Pickup signed off / Drop off signed off by the Traveller | |
| 2. | Approved Travel Authorisation Form must be attached | |
| 3. | Correct release order must be attached | |
| 4. | Voucher Issued Attached | |
| 5. | Dates of supplier invoice Correspond with Travel Agency and Travel Authorisation Form. | |
| 6. | If there is amendments form it must be attached. | |
| 7. | The amount on the supplier invoice and Travel Agency invoice correspond | |
| 8. | Final Invoice | |
| | <p>I hereby sign off that the invoices have been checked and adhered to the requirements specified.</p> <p>Sign off By Manager Accounts: Travel Agency</p> <p>Name and Surname:</p> <p>Signature:</p> <p>Date:</p> | |





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Invoices of Afterhours Services must adhere to the following when submitted to SASSA

| NO | Compulsory Attachments | Tick |
|-----------|--|-------------|
| 1. | Attach Detail after-hours report | |
| 2. | Approved Afterhours Travel Authorisation Form must be attached | |
| 3. | Correct release order must be attached | |
| 4. | Date of the After-hours indicated in the invoices | |
| 5. | If there is amendments form it must be attached. | |
| 6. | After-hours Invoices must be checked before it is swiped in the Diners Club | |
| 7. | The amount on the supplier invoice and Travel Agency invoice correspond | |
| 8. | Final Invoice | |
| | <p>I hereby sign off that the invoices have been checked and adhered to the requirements specified.</p> <p>Sign off By Manager Accounts: Travel Agency</p> <p>Name and Surname:</p> <p>Signature:</p> <p>Date:</p> | |



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Invoices of Damaged on Car Hire/ Rental must adhere to the following when submitted to SASSA

| NO | Compulsory Attachments | Tick |
|-----|--|------|
| 1. | Attach Car Hire Contract signed off by the Traveller. | |
| 2. | Approved Travel Authorisation Form must be attached | |
| 3. | Old release order corresponding must be attached | |
| 4. | Visible clear comments and Signed Off Incident Report | |
| 5. | Quotations from panel beater company | |
| 6. | Signed off Pickup Car Checklist by Traveller | |
| 7. | Voucher Issued Attached | |
| 8. | Dates of supplier invoice Correspond with Travel Agency and Travel Authorisation Form. | |
| 9. | If there is amendments form it must be attached. | |
| 10. | The Damaged Vehicles cases must be treated separately. | |
| 11. | The amount on the supplier invoice and Travel Agency invoice correspond | |
| 12. | Final Invoice | |
| | <p>I hereby sign off that the invoices have been checked and adhered to the requirements specified.</p> <p>Sign off By Manager Accounts: Travel Agency</p> <p>Name and Surname:</p> <p>Signature:</p> <p>Date:</p> | |



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Invoices of Traffic Administration Fees must adhere to the following when submitted to SASSA

| NO | Compulsory Attachments | Tick |
|----|---|------|
| 1. | Attach Car Hire Contract signed off by the Traveller. | |
| 2. | Approved Travel Authorisation Form must be attached | |
| 3. | Old release order corresponding must be attached | |
| 4. | Old Voucher Issued Attached | |
| 5. | Dates of supplier invoice Correspond with Travel Agency and Travel Authorisation Form. | |
| 6. | If there is amendments form it must be attached. | |
| 7. | Must not be swiped before concluding the case within SASSA. The Traffic Fine cases must be treated separately. | |
| 8. | The amount on the supplier invoice and Travel Agency invoice correspond | |
| 9. | Final Invoice | |
| | <p>I hereby sign off that the invoices have been checked and adhered to the requirements specified.</p> <p>Sign off By Manager Accounts: Travel Agency</p> <p>Name and Surname:</p> <p>Signature:</p> <p>Date:</p> | |



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Invoices of Flights must adhere to the following when submitted to SASSA

| NO | Compulsory Attachments | Tick |
|-----------|--|-------------|
| 1. | Approved Travel Authorisation Form must be attached | |
| 2. | Correct release order must be attached | |
| 3. | Attach E Ticket for Traveller | |
| 4. | Dates of supplier invoice Correspond with Travel Agency and Travel Authorisation Form. | |
| 5. | The amount on the supplier invoice and Travel Agency invoice correspond | |
| 6. | If there is amendments form it must be attached. | |
| 7. | The amount on the supplier invoice and Travel Agency invoice correspond | |
| 8. | Diners Statement for the swiped amount attached | |
| 9. | Final Invoices | |
| | <p>I hereby sign off that the invoices have been checked and adhered to the requirements specified.</p> <p>Sign off By Manager Accounts: Travel Agency</p> <p>Name and Surname:</p> <p>Signature:</p> <p>Date:</p> | |



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ANNEXURE G



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Pretoria, 0001



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ANNEXURE G: TRANSACTION FEE MODEL OFFSITE SERVICES

RFP NO:

RFP NAME:

REQUEST FOR PROPOSAL TO RENDER TRAVEL MANAGEMENT SERVICES TO THE SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) FOR THE PERIOD OF 36 MONTHS

BIDDER NAME

NB: All bidders are required to submit their price proposals in line with this template. All charges for the required services must be clearly indicated in South African Rands. All charges that include VAT (15%) must be captured as such. A successful bidder shall not be allowed to alter the price later, claiming that it did not include VAT (15%) in the bid proposal or that there are elements which were not charged in the initial price. Price proposals that do not comply with this template will not be considered.

NB The proposed transactional fees will be tested using the current travel volumes which are on section 10.2.1 of the bid document i.e 20 699

Having read through and examined the Request For Proposal (RFP) Document, the General Conditions, The Requirements and all other Annexures to the RFP Document, the bidder offers to provide ONSITE travel management service to SASSA at the following amounts (including VAT)

Your price must fixed for the duration of the contract.

The only increment allowed is the normal CPI adjustment annually

1.1 TRANSACTION FEES

| | | TRADITIONAL BOOKINGS | | |
|------|---------------------------------------|-----------------------|-----------------------|------------------------|
| ITEM | Transaction Type | Unit Price (excl VAT) | Unit Price (incl VAT) | TOTAL Price (incl VAT) |
| 1 | Air Travel – International | | | |
| 2 | Air Travel – Regional | | | |
| 3 | Air Travel – Domestic | | | |
| 4 | Air Travel – International (Re-issue) | | | |
| 5 | Air Travel – Regional (Re-issue) | | | |
| 6 | Air Travel – Domestic (Re-issue) | | | |
| 7 | Refunds – Air Domestic | | | |
| 8 | Refunds – Air Regional | | | |
| 9 | Refunds – Air International | | | |
| 10 | Car Rental – Domestic | | | |
| 11 | Car Rental – Regional | | | |
| 12 | Car Rental – International | | | |
| 13 | Transfers/Shuttle – Domestic | | | |
| 14 | Transfers/Shuttle – Regional | | | |
| 15 | Transfers/Shuttle – International | | | |
| 16 | Accommodation – Domestic | | | |
| 17 | Accommodation – Regional | | | |
| 18 | Accommodation – International | | | |

| | | | | |
|--|--|--|--|-------------|
| 19 | Bus/Coach Bookings- Domestic | | | |
| 20 | Bus/Coach Bookings- Regional | | | |
| 21 | Bus/Coach Bookings- International | | | |
| 22 | Train Booking - Domestic | | | |
| 23 | Train bookings - International | | | |
| 24 | Visa Assistance (Provision of documents and advice) | | | |
| 25 | Courier services for travel documentation (visa & passports) | | | |
| 26 | SMS Notification | | | |
| 27 | Parking booking | | | |
| 28 | Cancellation of Booking | | | |
| 29 | Changes to booking | | | |
| 30 | After Hours Services (per call) | | | |
| 31 | Management (MIS) Report | | | |
| 32 | Travel Lodge Card Reconciliation | | | |
| 33 | Debtors Account Reconciliation | | | |
| 34 | Courier services for travel invoices | | | |
| 35 | Other (Specify) | | | |
| 36 | Other (Specify) | | | |
| 37 | Other (Specify) | | | |
| 38 | Other (Specify) | | | |
| 1.2 TRANSACTION FEES CHARGED IN PERCENTAGES | | | | |
| Item | Description | | | % & Comment |
| 1 | Conference Transaction Fee (as a % of the Total turnover of the event) | | | |
| 2 | Accommodation - Domestic - Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre) (as a % of the total turnover of the Accommodation booking) | | | |
| 3 | Accommodation - Regional - Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre) (as a % of the total turnover of the Accommodation booking) | | | |
| 4 | Accommodation - International - Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre (as a % of the total turnover of the Accommodation booking) | | | |
| 5 | Shuttle - Domestic (Bus Services & Coaches) Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre (as a % of the total turnover of the Shuttle booking) | | | |

| | | | | |
|----|--|--|--|--|
| 6 | Shuttle - Regional- (Bus Services & Coaches) Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre (as a % of the total turnover of the Shuttle booking) | | | |
| 7 | Shuttle - International- (Bus Services & Coaches) Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre (as a % of the total turnover of the Shuttle booking) | | | |
| 8 | Train Booking (Domestic) Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre (as a % of the total turnover of the Accommodation booking) | | | |
| 9 | Train Booking (Regional) Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre (as a % of the total turnover of the Train booking) | | | |
| 10 | Train Booking (International) Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre (as a % of the total turnover of the Train booking) | | | |

We undertake to hold this offer open for acceptance for a period of 90 days from the date of submission of offers. We further undertake that upon final acceptance of our offer, we will commence with the provision of service when required to do so by SASSA

We understand that SASSA is not bound to accept the lowest or any offer and that we must bear all costs which we have incurred in connection with preparing and submitting this bid.

We hereby undertake for the period during which this bid remains open for acceptance not to divulge to any persons, other than the persons to which the bid is submitted, any information relating to the submission of this bid or the details therein except where such is necessary for the submission of this bid.

Signature

Date

Print name of signatory

Designation

FOR AND ON BEHALF OF:

Tel No:

Fax No:

Cell No:

Email:



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ANNEXURE H



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ANNEXURE H: TRANSACTION FEE MODEL ONSITE SERVICES

RFP NO:

RFP NAME:

REQUEST FOR PROPOSAL TO RENDER TRAVEL MANAGEMENT SERVICES TO THE SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) FOR THE PERIOD OF 36 MONTHS

BIDDER NAME

NB: All bidders are required to submit their price proposals in line with this template. All charges for the required services must be clearly indicated in South African Rands. All charges that include VAT (15%) must be captured as such. A successful bidder shall not be allowed to alter the price later, claiming that it did not include VAT (15%) in the bid proposal or that there are elements which were not charged in the initial price. Price proposals that do not comply with this template will not be considered.

NB: The proposed transactional fees will be tested using the current travel volumes which are on section 10.2.1 of the bid document i.e 20 699

Having read through and examined the Request For Proposal (RFP) Document, the General Conditions, The Requirements and all other Annexures to the RFP Document, the bidder offers to provide ONSITE travel management service to SASSA at the following amounts (including VAT)

Your price must fixed for the duration of the contract.

The only increment allowed is the normal CPI adjustment annually

1.1 TRANSACTION FEES

| ITEM | Transaction Type | TRADITIONAL BOOKINGS | | TOTAL Price (incl VAT) |
|------|---------------------------------------|-----------------------|-----------------------|------------------------|
| | | Unit Price (excl VAT) | Unit Price (incl VAT) | |
| 1 | Air Travel – International | | | |
| 2 | Air Travel – Regional | | | |
| 3 | Air Travel – Domestic | | | |
| 4 | Air Travel – International (Re-issue) | | | |
| 5 | Air Travel – Regional (Re-issue) | | | |
| 6 | Air Travel – Domestic (Re-issue) | | | |
| 7 | Refunds – Air Domestic | | | |
| 8 | Refunds – Air Regional | | | |
| 9 | Refunds – Air International | | | |
| 10 | Car Rental – Domestic | | | |
| 11 | Car Rental – Regional | | | |
| 12 | Car Rental – International | | | |
| 13 | Transfers/Shuttle – Domestic | | | |
| 14 | Transfers/Shuttle – Regional | | | |
| 15 | Transfers/Shuttle – International | | | |
| 16 | Accommodation – Domestic | | | |
| 17 | Accommodation – Regional | | | |
| 18 | Accommodation – International | | | |

| | | | | |
|----|--|--|--|--|
| 19 | Bus/Coach Bookings- Domestic | | | |
| 20 | Bus/Coach Bookings- Regional | | | |
| 21 | Bus/Coach Bookings- International | | | |
| 22 | Train Booking - Domestic | | | |
| 23 | Train bookings - International | | | |
| | Visa Assistance | | | |
| 24 | (Provision of documents and advice) | | | |
| | Courier services for travel documentation (visa & passports) | | | |
| 25 | SMS Notification | | | |
| 26 | | | | |
| 27 | Parking booking | | | |
| 28 | Cancellation of Booking | | | |
| 29 | Changes to booking | | | |
| 30 | After Hours Services (per call) | | | |
| 31 | Management (MIS) Report | | | |
| 32 | Travel Lodge Card Reconciliation | | | |
| 33 | Debtors Account Reconciliation | | | |
| 34 | Courier services for travel invoices | | | |
| 35 | Other (Specify) | | | |
| 36 | Other (Specify) | | | |
| 37 | Other (Specify) | | | |
| 38 | Other (Specify) | | | |

1.2 TRANSACTION FEES CHARGED IN PERCENTAGES

| Item | Description | % & Comment |
|------|--|-------------|
| 1 | Conference Transaction Fee (as a % of the Total turnover of the event) | |
| 2 | Accommodation - Domestic - Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre) (as a % of the total turnover of the Accommodation booking) | |
| 3 | Accommodation - Regional - Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre) (as a % of the total turnover of the Accommodation booking) | |
| 4 | Accommodation - International - Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre (as a % of the total turnover of the Accommodation booking) | |
| 5 | Shuttle - Domestic (Bus Services & Coaches) Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre (as a % of the total turnover of the Shuttle booking) | |

| | | | | |
|----|--|--|--|--|
| 6 | Shuttle - Regional- (Bus Services & Coaches) Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre (as a % of the total turnover of the Shuttle booking) | | | |
| 7 | Shuttle - International- (Bus Services & Coaches) Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre (as a % of the total turnover of the Shuttle booking) | | | |
| 8 | Train Booking (Domestic) Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre (as a % of the total turnover of the Accommodation booking) | | | |
| 9 | Train Booking (Regional) Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre (as a % of the total turnover of the Train booking) | | | |
| 10 | Train Booking (International) Group Fees- If one travel order for 10 or more Travellers is issued from one cost centre (as a % of the total turnover of the Train booking) | | | |

We undertake to hold this offer open for acceptance for a period of 90 days from the date of submission of offers. We further undertake that upon final acceptance of our offer, we will commence with the provision of service when required to do so by SASSA

We understand that SASSA is not bound to accept the lowest or any offer and that we must bear all costs which we have incurred in connection with preparing and submitting this bid.

We hereby undertake for the period during which this bid remains open for acceptance not to divulge to any persons, other than the persons to which the bid is submitted, any information relating to the submission of this bid or the details therein except where such is necessary for the submission of this bid.

| | |
|--------------------------------|------|
| Signature | Date |
| Print name of signatory: | |
| Designation: | |
| FOR AND ON BEHALF OF: | |
| Tel No: | |
| Fax No: | |
| Cell No: | |
| Email: | |



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ANNEXURE I



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Annexure I

**DESKTOP EVALUATION TECHNICAL SCORECARD
AND COMPLIANCE CHECKLIST**

ANNEXURE I: DESKTOP EVALUATION TECHNICAL SCORECARD AND COMPLIANCE CHECKLIST

The form must be submitted as part of File 1 (Compliance Documents and Technical File)

Example of how to complete the compliance checklist:

| Section No | Technical Evaluation Criteria | | Compliant | Non-Compliant | Reference page in Proposal | Comments |
|------------|-------------------------------|-----------------------|-----------|---------------|----------------------------|---|
| 1.2 | Travel Approach | Bookings Coordination | Yes | | Page 9 to 12 - File 1 | |
| 2.1 | Communication | | | Yes | Pages 20 to 21 - | Bidder to state reason for non-compliance |

The Bidders will be evaluated according to the technical evaluation criteria in the scorecard below. Bidders must indicate their ability to do the following and to substantiate as required with supporting documentation.

NB: The reference sections specified by SASSA below are only a guideline; Bidders are required to read the entire Bid Specifications in order to prepare a responsive bid proposal accordingly to SASSA's requirements.

BIDDERS WILL BE EVALUATED ACCORDING TO THIS VALUES

| Rating | Score |
|-----------|-------|
| Excellent | 5 |
| Very Good | 4 |
| Good | 3 |
| Fair | 2 |
| Poor | 1 |

| # | Technical Evaluation Criterion | Weight | Reference in Bid Document (SASSA to Specify) | Compliant | Non-Compliant | Reference Page in Bidder's Proposal (Bidder to Specify) | Comments |
|---------------------------|---|--------|--|-----------|---------------|---|----------|
| DESKTOP EVALUATION | | 100 | | | | | |
| 1. | RESERVATIONS | 29 | APPLICABLE SECTIONS | | | | |
| 1.1 | Travel Bookings Coordination Approach: (a) Handling of bookings for accommodation, flights, etc. (original booking, changes, follow-ups, refunds for air tickets, tracking of air ticket refunds, cancellations and amendments). | 12 | Section 10.3.2, Annexures: B, C, D and E | | | | |

| # | Technical Evaluation Criterion | Weight | Reference in Bid Document (SASSA to Specify) | Compliant | Non-Compliant | Reference Page in Bidder's Proposal (Bidder to Specify) | Comments |
|-----|---|--------|--|-----------|---------------|---|----------|
| | <p>NB: Submit process flow for each of the above mentioned processes.</p> <p>NB: Specify service standards for the above mentioned processes.</p> <p>NB: Submit Contingency Plan to prevent disruption on processing bookings.</p> | | | | | | |
| 1.2 | <p>(b) Handling of bookings related complaints</p> <p>NB: Submit process flow for the above mentioned process.</p> <p>NB: Specify service standards for the above mentioned process.</p> | 3 | Section 10.3.1 (g), Section 10.6.4, Annexure J | | | | |
| 1.3 | <p>(c) Management of Conference and Group Bookings</p> <p>NB: Submit a process flow of handling conference and group bookings</p> <p>NB: Specify service standards for the above mentioned processes</p> | 3 | Section 10.3.2 (h), Section 10.3.2.6 and Annexures D and J | | | | |

| # | Technical Evaluation Criterion | Weight | Reference in Bid Document (SASSA to Specify) | Compliant | Non-Compliant | Reference Page in Bidder's Proposal (Bidder to Specify) | Comments |
|-----|---|--------|--|-----------|---------------|---|----------|
| 1.4 | <p>Proposed Approach for After-hours Services</p> <p>(a) Handling of calls (b) Daily Reporting (c) Issuing of Quotations (d) Invoicing afterhours calls (per call)</p> <p>NB: Submit a process flow for each of the above mentioned processes. NB: Specify service standards for the above mentioned processes</p> | 8 | Annexure C, Section 10.3.3, Section 10.3.10.1, Section 10.5.6, Annexures J | | | | |
| 1.5 | <p>Directly Negotiated Rates</p> <p>Negotiated airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by National Treasury or by South African Social Security Agency are non-commissionable, where commissions are earned for SASSA bookings all these</p> | 3 | Section 10.3.1 (c), Section 10.3.2 (d) & (o), Section 10.3.2.5 (f), Section 10.3.10.3, Section 10.5.7. | | | | |

| # | Technical Evaluation Criterion | Weight | Reference in Bid Document (SASSA to Specify) | Compliant | Non-Compliant | Reference Page in Bidder's Proposal (Bidder to Specify) | Comments |
|-----------|---|-----------|--|-----------|---------------|---|----------|
| | <p>commissions should be returned to SASSA on a quarterly basis.</p> <p>NB:</p> <p>(i) Describe how these specific rates will be secured.</p> <p>(ii) Submit a process flow of processing negotiated rates.</p> <p>NB: Specify service standards for the above mentioned processes.</p> | | | | | | |
| 2. | COMMUNICATION | 2 | APPLICABLE SECTIONS | | | | |
| 2.1 | Describe your communication process where the Traveller, Travel Co-ordinator, Travel Management Section and Travel Agency will be linked in one smooth continuous workflow. | 2 | Section 10.3.9 | | | | |
| 3. | FINANCIAL MANAGEMENT | 35 | APPLICABLE SECTIONS | | | | |

| # | Technical Evaluation Criterion | Weight | Reference in Bid Document (SASSA to Specify) | Compliant | Non-Compliant | Reference Page in Bidder's Proposal (Bidder to Specify) | Comments |
|-----|---|--------|--|-----------|---------------|---|----------|
| 3.1 | Billing Method (a) Lodge Card Invoicing (air tickets) (b) Handling of Lodge Card Reconciliation and Statement (c) Handling of Credit Notes (air tickets) NB: Submit process flow (Covering a, b and c above) NB: Specify service standards for the above mentioned processes | 12 | Section 10.3.10, Annexures F & J, Section 10.1.2 | | | | |
| 3.2 | (d) Land Arrangements Invoicing (e) Handling of Land Arrangement Reconciliation and Statements (f) Allocation of Payments (g) Handling of Credit Notes (land arrangements) (h) Management of the 30-day bill-back account facility with SASSA and travel suppliers. NB: Submit process flow (covering d, e, f, g and h above) NB: Specify service standards for the above mentioned processes | 10 | Section 10.3.10, Annexures F & J | | | | |

| # | Technical Evaluation Criterion | Weight | Reference in Bid Document (SASSA to Specify) | Compliant | Non-Compliant | Reference Page in Bidder's Proposal (Bidder to Specify) | Comments |
|-----|--|--------|--|-----------|---------------|---|----------|
| 3.3 | Handling of Queries NB: Submit Process Flow NB: Specify service standards for the above mentioned process | 2 | Section 10.3.10, Annexures J | | | | |
| 3.4 | Handling of open vouchers (open vouchers must not be older than 90 days) NB: Submit Process Flow NB: Specify service standards for the above mentioned process | 8 | Section 10.5.5 | | | | |
| 3.5 | Handling of Pre-Payments NB: Submit Process Flow NB: Specify service standards for the above mentioned process | 3 | Section 10.3.10.2 (e) | | | | |
| 4. | TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING | 8 | APPLICABLE SECTIONS | | | | |
| 4.1 | Reporting as per reports specified in the Terms of Reference : (a) MIS Report (b) After-hours Report (c) Open Vouchers Report (d) Cost Containment Report (as per National Treasury Templates) | 6 | Section 10.5, Annexures J | | | | |

| # | Technical Evaluation Criterion | Weight | Reference in Bid Document (SASSA to Specify) | Compliant | Non-Compliant | Reference Page in Bidder's Proposal (Bidder to Specify) | Comments |
|-----|--|--------|--|-----------|---------------|---|----------|
| 4.2 | <p>(e) Disclosure of Commissions NB: Examples of a, b, c, d, e reports types must be submitted.</p> <p>Describe how you will manage data and management information such as:</p> <p>(a) Traveller profiles, (b) Missed savings; (c) Tracking of unused airline tickets; (d) Traveller behaviour. NB: Submit process flow for the above mentioned process. NB: Specify service standards for the above mentioned aspects</p> | 2 | Section 10.5 | | | | |
| 5. | ACCOUNT MANAGEMENT | 14 | APPLICABLE SECTIONS | | | | |
| 5.1 | <p>Provide the proposed Key Account Management (KAM) Structure/ Organogram. Outline roles and responsibilities of KAM official. NB: CV of the Key Account Manager must be submitted.</p> | 2 | Section 10.6, Section 10.3.4, Annexures J | | | | |

| # | Technical Evaluation Criterion | Weight | Reference in Bid Document (SASSA to Specify) | Compliant | Non-Compliant | Reference Page in Bidder's Proposal (Bidder to Specify) | Comments |
|-----|--|--------|--|-----------|---------------|---|----------|
| 5.2 | Describe Control Measures to be put in place to ensure compliance to Travel Management Policy. | 3 | | | | | |
| 5.3 | Describe quality control procedures/ processes that you have in place to ensure that your clients receive consistent quality service. | 3 | | | | | |
| 5.4 | Describe how you will manage the Services Agreement and Service Standards in the SLA. Also describe how you will go about conducting customer satisfaction surveys on a six monthly basis? | 3 | | | | | |
| 5.5 | Indicate workshops/training that will be provided to Travellers and Travel Coordinators. | 3 | Section 10.3.9 (a) | | | | |
| 6. | VALUE ADDED SERVICES | 2 | APPLICABLE SECTIONS | | | | |
| 6.1 | Please provide information on how you will provide the following Value-Add Services (a) VIP Services for CEO, | 2 | Section 10.7 | | | | |

| # | Technical Evaluation Criterion | Weight | Reference in Bid Document (SASSA to Specify) | Compliant | Non-Compliant | Reference Page in Bidder's Proposal (Bidder to Specify) | Comments |
|-----------|--|----------|--|-----------|---------------|---|----------|
| | Executive Managers & SASSA's Guests; | | | | | | |
| | (b) Electronic voucher retrieval via web and smart phones; | | | | | | |
| | (c) Destination information for regional and international destinations; | | | | | | |
| | (d) Global Travel Risk Management. | | | | | | |
| 7. | COST MANAGEMENT | 4 | APPLICABLE SECTIONS | | | | |
| 7.1 | (a) Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results? | 4 | Section 10.8 | | | | |
| | (b) Describe how you will assist the South African Social Security Agency to realise cost | | | | | | |

| # | Technical Evaluation Criterion | Weight | Reference in Bid Document (SASSA to Specify) | Compliant | Non-Compliant | Reference Page in Bidder's Proposal (Bidder to Specify) | Comments |
|-----------|--|----------|--|-----------|---------------|---|----------|
| | savings on annual travel spend. | | | | | | |
| 8. | OFFICE MANAGEMENT (OPERATIONS AND FINANCE MANAGEMENT) | 6 | APPLICABLE SECTIONS | | | | |
| 8.1 | Provide structure/organogram for Travel Operations and Financial Management. Describe roles and responsibilities of assigned staff for Travel Operations and Finance Management Functions. (a) Provide the management hierarchy. (b) Describe type of training provided to the assigned staff. (c) Describe the forecasting system employed to manage staff operations in response to transaction volume changes owing to conferences, project- | 6 | Section 10.9 | | | | |

| # | Technical Evaluation Criterion | Weight | Reference in Bid Document (SASSA to Specify) | Compliant | Non-Compliant | Reference Page in Bidder's Proposal (Bidder to Specify) | Comments |
|---|---|--------|--|-----------|---------------|---|----------|
| | related volumes, staff absenteeism, etc. NB: CV's of the required staff must be submitted. | | | | | | |

BIDDER DECLARATION: (Section 16)

The bidder hereby declare the following:

I/We confirm that _____ (Bidder's Name) will:

- a. Act honestly, fairly, and with due skill, care and diligence, in the interests of **SASSA**;
- b. Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- c. Act with circumspection and treat **SASSA** fairly in a situation of conflicting interests;
- d. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- e. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with **SASSA**;
- f. Avoid fraudulent and misleading advertising, canvassing and marketing;
- g. Conduct business activities with transparency and consistently uphold the interests and needs of **SASSA** as a client before any other consideration; and
- h. Ensure that any information acquired by the bidder(s) from **SASSA** will not be used or disclosed unless the written consent of the client has been obtained to do so.

Signature _____ Date _____

Print Name of Signatory: _____

Designation: _____

FOR AND ON BEHALF OF: _____ (Bidding Company's Name)

[Travel Agency Logo]



sassa
SOUTH AFRICAN SOCIAL SECURITY AGENCY

ANNEXURE J

EXPECTED PERFORMANCE STANDARDS

1.1 Expected Performance Standards

1.1.1 Each KPA is allocated 100 points.

1.1.2 If the threshold is not adhered to, points shall be deducted as follows:

| KEY PERFORMANCE AREA | Turnaround Time for the Agency | Turnaround Time for the Service Provider | INDICATOR | MEASURED BY | THRESHOLD | PENALTY POINTS (Deducted from 100 if threshold exceeded) |
|--|--------------------------------|---|---|---|---|--|
| A. Processing of Travel Bookings <ul style="list-style-type: none"> Domestic bookings/reservations (flights, accommodation, car hire, shuttle, chauffer, charter) | Before 15:30 on a daily basis | <ul style="list-style-type: none"> Quotations issued in 2 Hours of receiving travel request. Vouchers issued in 2 hours after receiving order. Urgent requests processed in 1 – 2 hours. | <ul style="list-style-type: none"> Quotations with accurate information submitted to Travel Coordinators/Travellers within prescribed time frame. Vouchers with accurate information issued to Travellers/Travel Coordinators within prescribed time frame. Travellers not asked to make payment at hotel reception. Any Service Provider-created challenges at hotel reception, car hire reception resolved in 30 minutes. Urgent requests processed within time frame, except where there are justifiable difficulties. Requests made during office hours dealt with during office hours and not transferred to afterhours. | <ul style="list-style-type: none"> Justifiable and verified complaints. Complaints Register received by the Service Provider from the Agency. Compliments from the Travellers. Compliance / Non Compliance Letters from the Agency. | Less than 5 Service Provider related complaints per month | 70 points |

| KEY PERFORMANCE AREA | Turnaround Time for the Agency | Turnaround Time for the Service Provider | INDICATOR | MEASURED BY | THRESHOLD | PENALTY POINTS (Deducted from 100 if threshold exceeded) |
|--|--|--|---|--|--|---|
| <ul style="list-style-type: none"> International Bookings | <ul style="list-style-type: none"> A week before the international trip | <ul style="list-style-type: none"> Quotation submitted to Travel Coordinators/Travellers in 4 – 8 hours of request. Vouchers issued in 2 hours after receiving order. Complicated routes processed and finalized in 48 hours. | <ul style="list-style-type: none"> Quotations with accurate information submitted to Travel Coordinators/Travellers within prescribed time frame. Vouchers with accurate information issued to Travellers/Travel Coordinators within prescribed time frame. Travellers not asked to make payment at hotel reception. | <ul style="list-style-type: none"> Justifiable and verified complaints. Complaints Register received by the Service Provider from the Agency. Compliments from the Agency Travellers. Compliance / Non Compliance Letters from the Agency. | <ul style="list-style-type: none"> No complaints for international trips. | <ul style="list-style-type: none"> 30 points |
| <ul style="list-style-type: none"> Conference Bookings | <ul style="list-style-type: none"> Requests must be submitted to the Service Provider as follows: <ul style="list-style-type: none"> Conferences between 3000 up to 5000 pax (4 weeks in advance); Conferences for 500 – 3000 pax (1 week in advance); | <ul style="list-style-type: none"> Conferences between 3000 up to 5000 pax: <ul style="list-style-type: none"> Quotations submitted to Travel Coordinators/Travelers in 2 weeks of request. Pre-Payments and Vouchers made in 1 week after receiving order. Conferences for 500 – 3000 pax (minimum 1 week): <ul style="list-style-type: none"> Quotations submitted to Travel Coordinators/Travelers in 48 hours of request. Pre-Payments and Vouchers made | <ul style="list-style-type: none"> Quotations with accurate information submitted to Travel Coordinators/Travellers within prescribed time frame. Vouchers with accurate information issued to Travellers/Travel Coordinators within prescribed time frame. No pre-payment issues raised by the host to SASSA before or during the conference. | <ul style="list-style-type: none"> Justifiable and verified complaints. Complaints Register received from SASSA. Compliments from the Agency Travellers Compliance / Non Compliance Letters from the Agency. | <ul style="list-style-type: none"> No complaints for conference bookings. | <ul style="list-style-type: none"> 50 points |

| KEY PERFORMANCE AREA | Turnaround Time for the Agency | Turnaround Time for the Service Provider | INDICATOR | MEASURED BY | THRESHOLD | PENALTY POINTS (Deducted from 100 if threshold exceeded) |
|---|---|--|--|---|------------------------|--|
| | <ul style="list-style-type: none"> Conferences for 500 and below pax – (1 week in advance); Conferences for small workshops and meetings – 48 hours in advance. | <ul style="list-style-type: none"> in 24 hours after receiving order. Conferences for 500 and below pax: <ul style="list-style-type: none"> ✓ Quotations submitted to Travel Coordinators/Travelers in 48 hours of request. ✓ Pre-Payments and Vouchers made in 24 hours after receiving order. Conferences for small workshops and meetings Quotations submitted to Travel Coordinators/Travelers in 24 hours of request. ✓ Quotations submitted to Travel Coordinators/Travelers in 24 hours of request. ✓ Pre-Payments and Vouchers made in 12 hours after receiving order. | | | | |
| <ul style="list-style-type: none"> Afterhours Requests | <ul style="list-style-type: none"> Anytime during after-hours period. | <ul style="list-style-type: none"> Calls answered after 5 rings. Calls/Messages returned within 10 minutes. | <ul style="list-style-type: none"> Afterhours Consultants well-conversant with SASSA Travel Management Policy. Calls answered by Afterhours Consultants. Challenges resolved by Afterhours Consultants. All after-hours requests authorized by Authorizers | <ul style="list-style-type: none"> Justifiable and verified complaints. Complaints Register received by the Service Provider from the Agency. Submission of accurate afterhours report and quotations Compliments from the Agency | 2 complaints per month | 85 |

| KEY PERFORMANCE AREA | Turnaround Time for the Agency | Turnaround Time for the Service Provider | INDICATOR | MEASURED BY | THRESHOLD | PENALTY POINTS (Deducted from 100 if threshold exceeded) |
|----------------------|---|--|---|---|---|--|
| B | <ul style="list-style-type: none"> N/A | For the duration of the contract. | <p>provided by the Agency.</p> <ul style="list-style-type: none"> Accurate and clear afterhours reports and quotations sent to the affected SASSA Office/Region on a daily basis. <p>The following required staff appointed and replaced in time:</p> <ul style="list-style-type: none"> Competent Key Accounts Manager. Competent Operations Manager. Competent Financial Manager. Competent Team Leader. Competent and adequate number of Consultants – in line with SASSA's demand for travel services. Timeous notification (1 day after change) on changes of staff from the Service Provider. Swift replacement of incompetent staff. Continuous availability of | <p>Travellers.</p> <ul style="list-style-type: none"> Compliance / Non Compliance Letters from the Agency. | <p>Only 2 months for filling of vacant post by the Service Provider</p> | 100 |

| KEY PERFORMANCE AREA | Turnaround Time for the Agency | Turnaround Time for the Service Provider | INDICATOR | MEASURED BY | THRESHOLD | PENALTY POINTS (Deducted from 100 if threshold exceeded) |
|----------------------|---|--|---|--|----------------------------------|--|
| C | <ul style="list-style-type: none"> N/A | For the duration of the contract. | <ul style="list-style-type: none"> the required staff in the employ of the Service Provider. An operational and efficient Buddy System implemented. Responsible and accountable Team Leader/Second in Charge available in the absence of Team Leader. Calls answered after 5 rings. Messages left on voice mail returned within 1-hour. E-mail enquiries returned within an hour. No delays in the processing of travel requests. Visible sense of urgency in handling of travel requests. Challenges/issues addressed within agreed time frames by Key Accounts Manager/Operations Manager/Team | <ul style="list-style-type: none"> Justifiable and verified complaints. Complaints Register received by the Service Provider from the Agency. Compliments from the Agency Travellers. Compliance / Non Compliance Letters from the Agency. | Less than 9 complaints per month | 80 |

| KEY PERFORMANCE AREA | Turnaround Time for the Agency | Turnaround Time for the Service Provider | INDICATOR | MEASURED BY | THRESHOLD | PENALTY POINTS (Deducted from 100 if threshold exceeded) |
|---|--|--|---|---|--|--|
| D. Handling Invoices | | | Leader/Travel Consultants. | | | |
| <ul style="list-style-type: none"> Submission of correct invoices to SASSA | N/A | Invoices submitted on a weekly basis. | <ul style="list-style-type: none"> Signed off correct spreadsheets. Correct invoices submitted in line with the checklists. | <ul style="list-style-type: none"> Invoices submitted within 90 days of service provision. Invoices not returned to the Travel Agency for correction. Complaints about non-submission of invoices. Compliance / Non Compliance Letters from the Agency. | <ul style="list-style-type: none"> Less than 20 invoices submitted within 90 days. Less than 5 invoices returned to the service provided for correction per month. Less than 5 complaints per month | 40 |
| <ul style="list-style-type: none"> Invoice Queries Handling | Raise a query within a day upon receipt of incorrect invoices. | <ul style="list-style-type: none"> The Service Provider related query resolved within a day. Supplier related query resolved within two day. | All queries resolved within set time frame. | <ul style="list-style-type: none"> Complaints about unresolved queries. Query register submitted to the Service Provider. Compliance / Non Compliance Letters from the Agency. | Less than 12 queries per month. | 40 |

| KEY PERFORMANCE AREA | Turnaround Time for the Agency | Turnaround Time for the Service Provider | INDICATOR | MEASURED BY | THRESHOLD | PENALTY POINTS (Deducted from 100 if threshold exceeded) |
|---|--|---|--|---|--|--|
| E Handling of Reconciliation • Diners Club • Land Arrangements | Reconciliation (response) submitted to the Travel Agency by 15 th of each month. | Consolidated Reconciliations submitted by 7 th of Each month. | <ul style="list-style-type: none"> Signed Statement (Consolidated Reconciliation) submitted. Off Correct (Consolidated Reconciliation) submitted. | <ul style="list-style-type: none"> Statements (Consolidated Reconciliation) balancing against invoices submitted. Complaints about incorrect statements (Consolidated Reconciliation). | No complaints of incorrect statements (Consolidated Reconciliation). | 100 |
| F • Commissions and Overrides reports | N/A | Reports on Commissions and Overrides submitted monthly – on the 7 th day of each month. | <ul style="list-style-type: none"> Report submitted as per stipulated time frame. | <ul style="list-style-type: none"> The Service Provider not reminded to provide the report. Service provider's report corresponding to confirmation by travel suppliers. | One reminder in 3 months All reports confirmed as correct by suppliers. | 100 |
| G Handling of Complaints | <ul style="list-style-type: none"> Individual complaints - Immediately upon receipt Consolidated complaints register - monthly | <ul style="list-style-type: none"> All complaints must be acknowledged within 4 hours of receipt. The Service Provider related Complaints must be actioned and/or resolved within 24 hours of receipt. Supplier related complaints must be actioned and/or resolved within 48 hours. | <ul style="list-style-type: none"> Acknowledgement received within stipulated time from the Service Provider. Feedback from the Service Provider including (apology letter where necessary) received within stipulated time. | <ul style="list-style-type: none"> Justifiable and verified complains. Complaints Register received by the Service Provider from the Agency. Compliance / Non Compliance Letters from the Agency | Less than 2 complains unresolved. | 90 |

| KEY PERFORMANCE AREA | Turnaround Time for the Agency | Turnaround Time for the Service Provider | INDICATOR | MEASURED BY | THRESHOLD | PENALTY POINTS (Deducted from 100 if threshold exceeded) |
|--|--------------------------------|--|--|---|---|--|
| H Customer Service • Conduct Customer Service Satisfaction Surveys | N/A | Quarterly. | Report on the survey conducted submitted to SASSA 15 days after the end of the quarter. | 4 surveys conducted per year. | All 4 surveys conducted and report submitted. | 70 |
| I Monthly Management Reports (MIS) | N/A | Monthly -- on the 7 th of each month. | <ul style="list-style-type: none"> MIS Reports submitted on the 7th of each month.. | <ul style="list-style-type: none"> Correct reports submitted to the Agency. Clear & detailed MIS Reports in line with agreed upon format. | All monthly MIS Reports submitted (clear & detailed). | 60 |
| J Open Vouchers Reports | N/A | Monthly -- on the 7 th of each month. | <ul style="list-style-type: none"> Open vouchers reports submitted on the 7th of each month. | <ul style="list-style-type: none"> Correct Voucher reports. | All monthly open voucher reports submitted. | 70 |

