

ANNEXURE A

TABLE OF EXPERIENCE

CURRENT/RECENT CONTRACTS (CLIENT BASE)

A list of current and recent contracts which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full.

Indicate all the current and recent contracts in the table below and ONLY those relevant to the Travel services required in the bid specifications. Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2019 to 31 March 2023	Is the service provided onsite or offsite (please indicate accordingly)	Nature of services provided (air travel, accommodation, shuttle, car hire, conference, airport parking, bus, train services and all related services)	Name and telephone numbers of Travel Contract Manager	Transactions Processed per annum	Value of the Contract per annum	Scope of Work (Domestic, Regional International)	Reason for Contract Termination
Example: South African Social Security Agency	1 April 2019 to 31 March 2023	Onsite	Air travel, accommodation, shuttle, car hire, conference, airport parking, bus, train services and all related services	Mashudu Mudau 012 400 2397	35 000 transactions per annum	R95 million per annum	All	Expiry of contract term

Name of client / organization where contract is being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2019 to 31 March 2023	Is the service provided onsite or offsite (please indicate accordingly)	Nature of services provided (air travel, accommodation, shuttle, car hire, conference, airport parking, bus, train services and all related services)	Name and telephone numbers of Travel Contract Manager	Transactions Processed per annum	Value of the Contract per annum	Scope of Work (Domestic, Regional International)	Reason for Contract Termination

Name of client / organization where contract is being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2019 to 31 March 2023	Is the service provided onsite or offsite (please indicate accordingly)	Nature of services provided (air travel, accommodation, shuttle, car hire, conference, airport parking, bus, train services and all related services)	Name and telephone numbers of Travel Contract Manager	Transactions Processed per annum	Value of the Contract per annum	Scope of Work (Domestic, Regional International)	Reason for Contract Termination

Name of client / organization where contract is being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2019 to 31 March 2023	Is the service provided onsite or offsite (please indicate accordingly)	Nature of services provided (air travel, accommodation, shuttle, car hire, conference, airport parking, bus, train services and all related services)	Name and telephone numbers of Travel Contract Manager	Transactions Processed per annum	Value of the Contract per annum	Scope of Work (Domestic, Regional International)	Reason for Contract Termination

NB: SASSA has the right to confirm the details captured in this table. Any misrepresentation of information shall result in disqualifying the bid proposal. The experience listed on this template shall be used to determine whether bidders meet special conditions number (A & C).

NB: Number of Transactions will be calculated according to current contracts running con-currently or previous contracts that were running con-currently.

ANNEXURE B

Company Logo is not necessary

Letter of confirmation of experience of the employees

Supply Chain Management
Head Office
SASSA House
501 Prodinsa Building
Cnr Steve Biko and Pretorius Streets
Arcadia

Re: Letter of confirmation of experience of the employees.

Dear Sir

I _____ (**Initials and Surname**), the **CEO/Managing Director** of _____ (**Company name**) hereby confirm that, if appointed as the service provider to render Travel Management Services for SASSA Head Office and nine (9) Regions, in relation to the **SASSA bid**..... we shall provide team to SASSA Head Office and nine (9) regions , in line with the requirements specified in the Terms of Reference as follows:

1. The Operations Manager shall have a minimum of 4 (four) years' experience in the Travel Industry.
2. The Key Accounts Manager shall have a minimum of 4 (four) years' experience in the Travel Industry.
3. The Finance Manager shall have a minimum of 4 (four) years' experience in Financial Management for accurate invoices and statements and overall financial management of multiple Travel Accounts.
4. The Team Leader/ Office Manager shall have a minimum of 3 (three) years' experience in the Travel Industry.

Kind regards

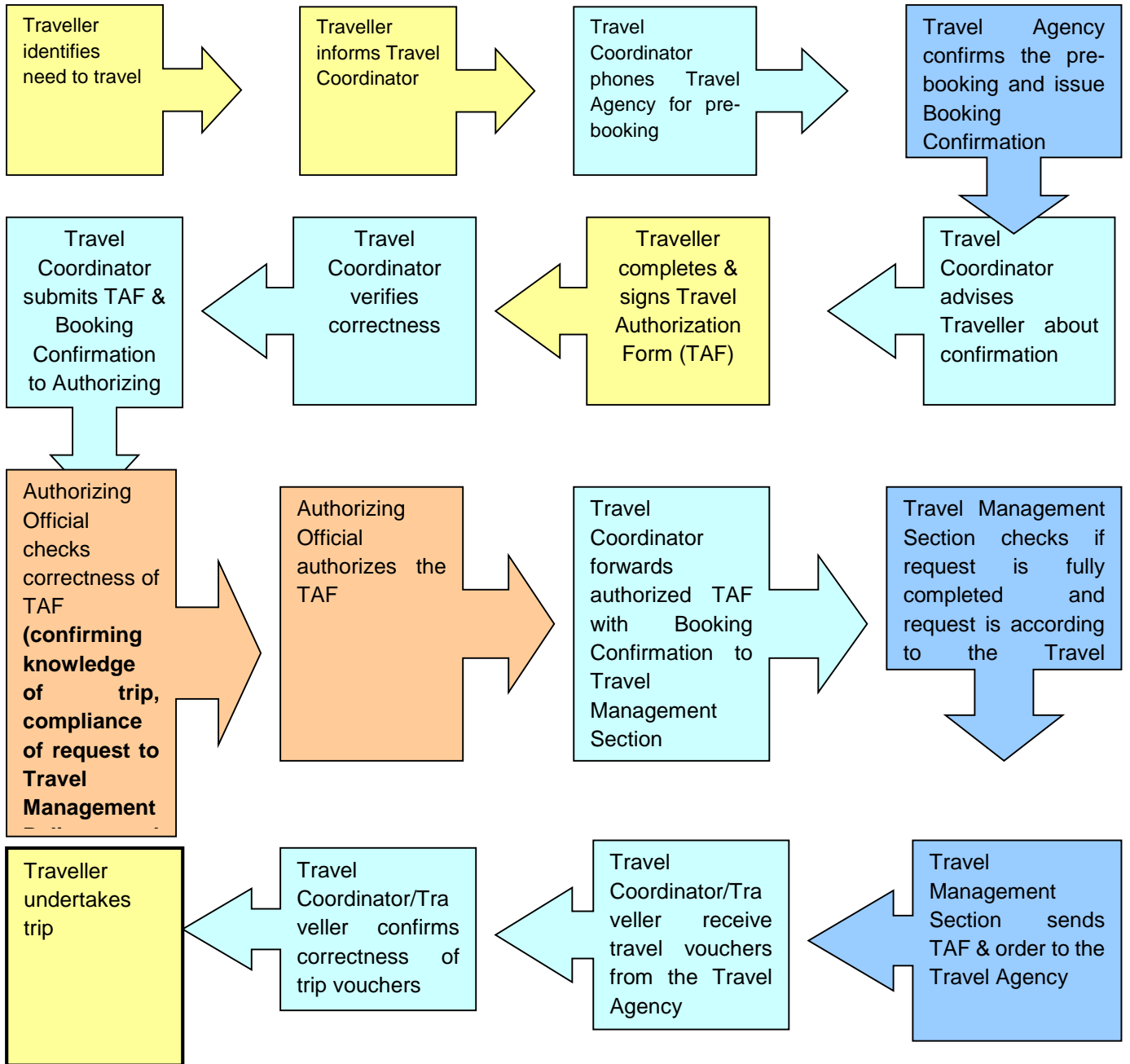
Signature: _____

Surname and Initials: _____

Date: _____

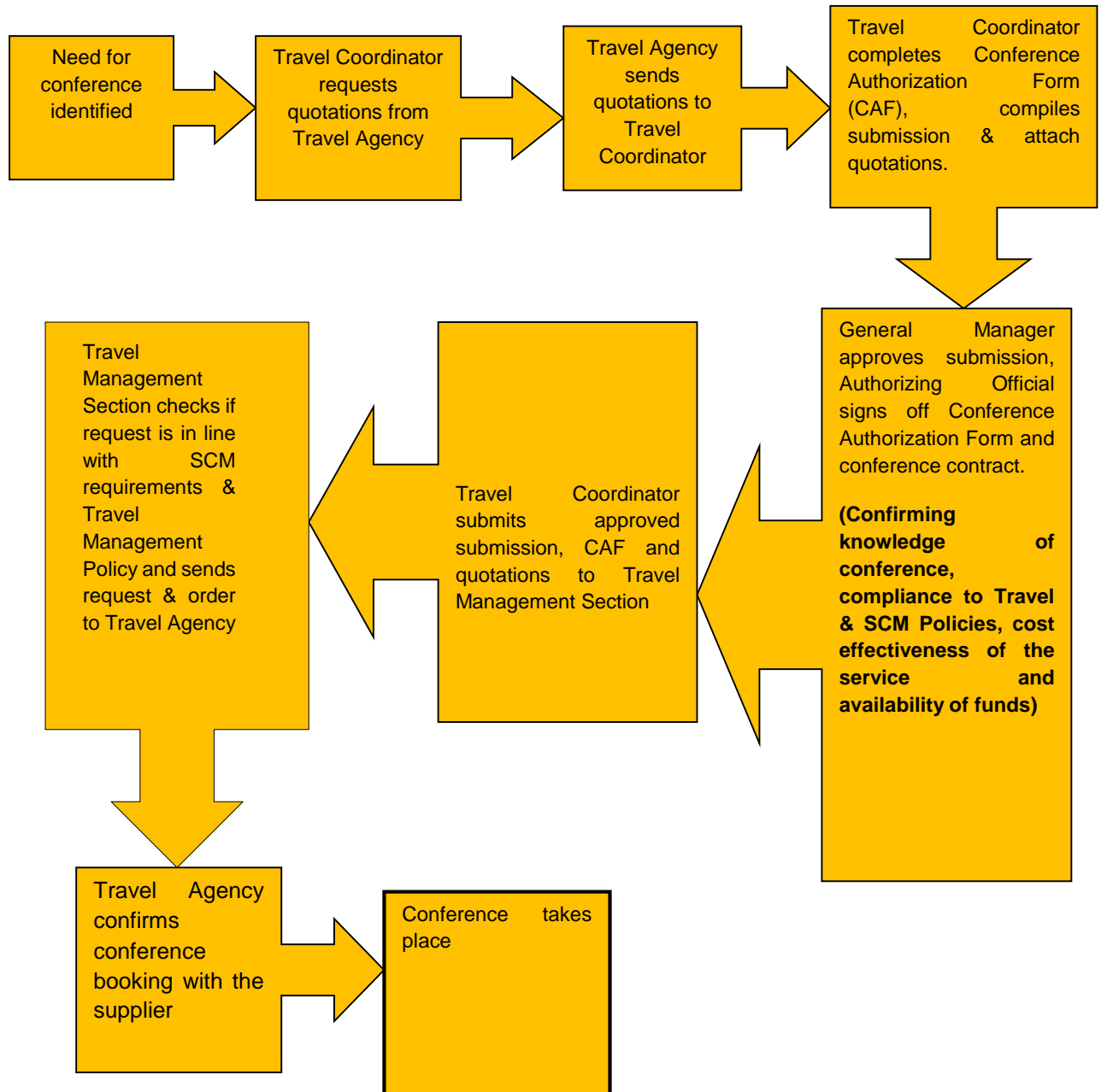
ANNEXURE C

FLOW CHART FOR PROCESSING OF TRAVEL REQUEST (NORMAL BOOKING WITHIN OFFICIAL HOURS)



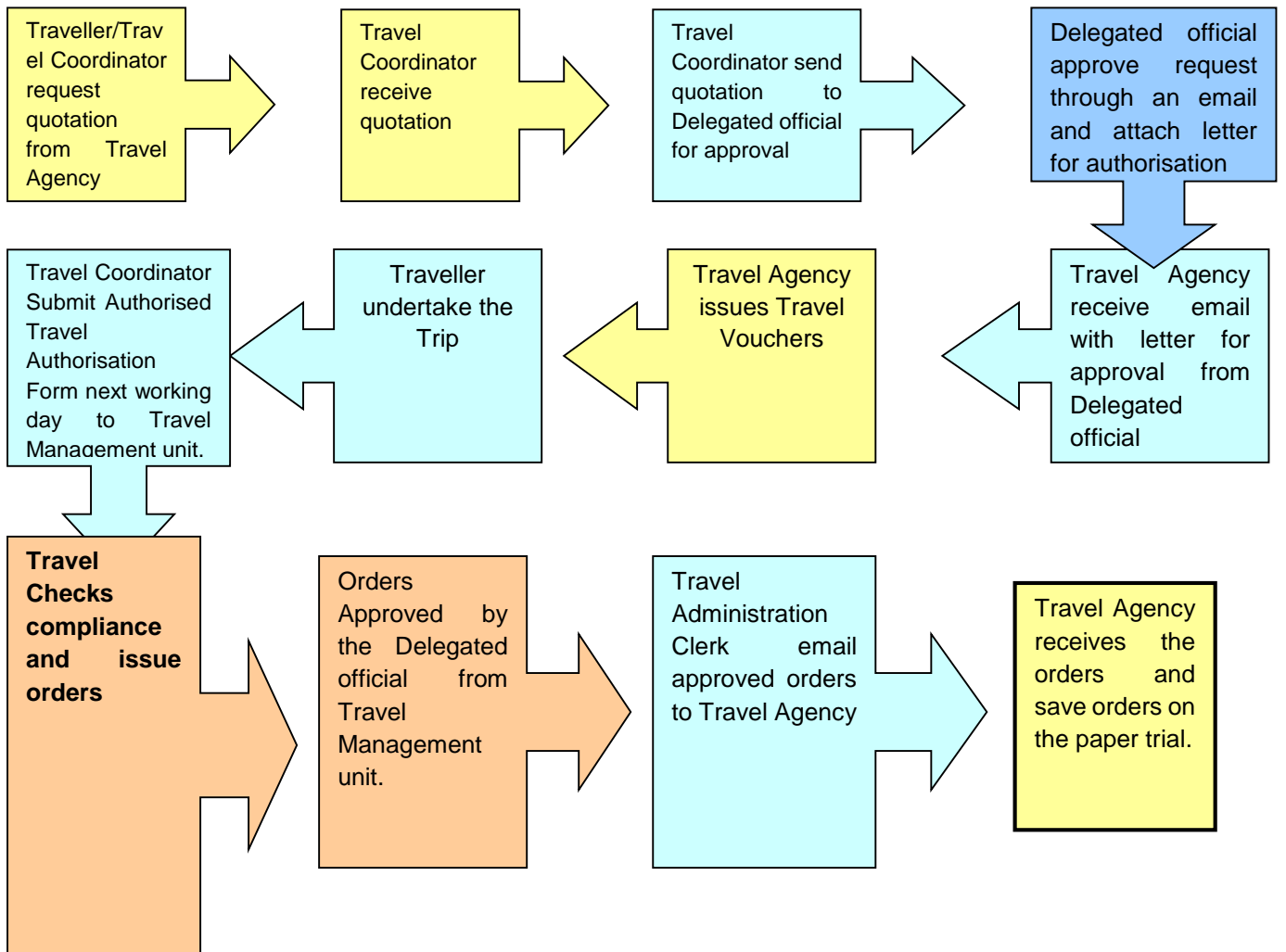
ANNEXURE D

FLOW CHART FOR PROCESSING A CONFERENCE REQUEST



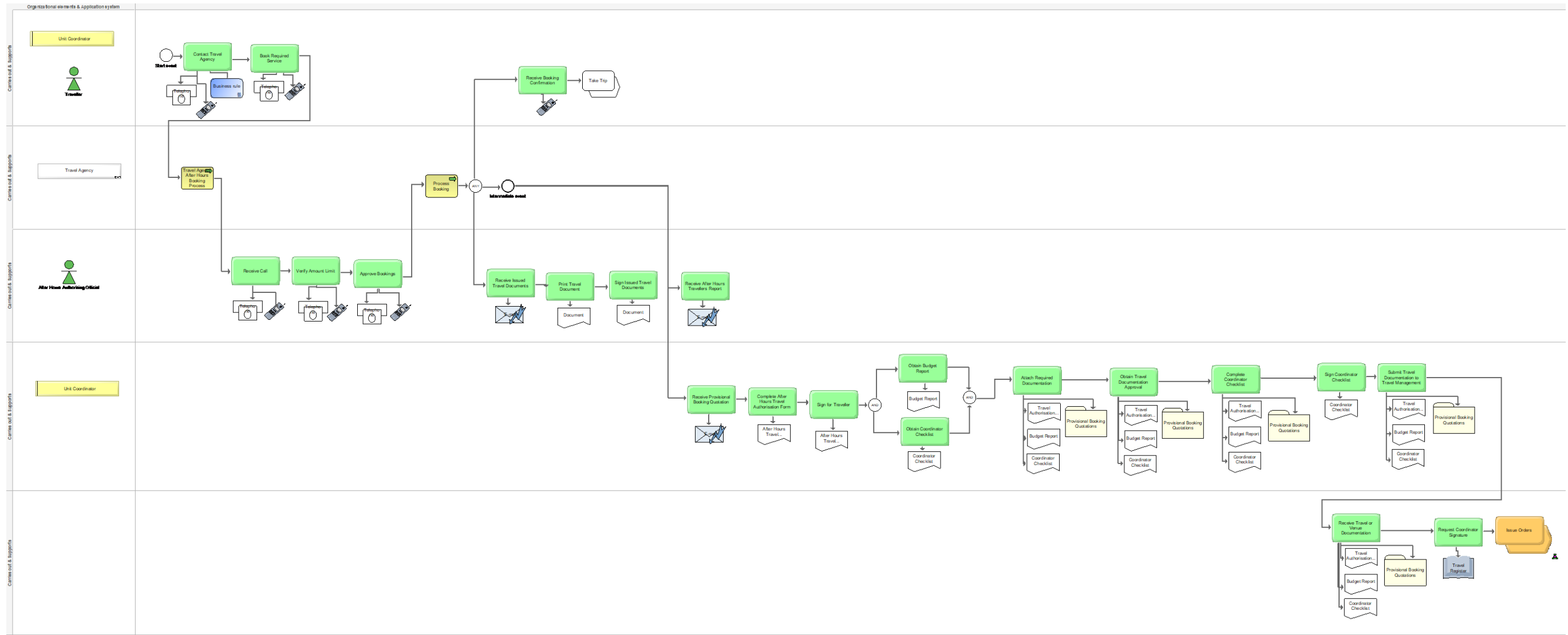
ANNEXURE E

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



ANNEXURE F

Afterhours Booking Process



ANNEXURE G

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.</p> <p>Sign off By Manager Accounts: Travel Agency</p> <p>Name and Surname:</p> <p>Signature:</p> <p>Date:</p>	

ANNEXURE G

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>	

ANNEXURE G

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>	

ANNEXURE G

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>	

ANNEXURE G

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 Name and Surname: Signature: Date:</p>	

ANNEXURE G

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>	

ANNEXURE G

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 Name and Surname: Signature: Date:</p>	

NB: This will be applicable to the awarded bidder/s.

[Travel Agency Logo]



ANNEXURE H

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 • 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 Agency 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 	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. 	No complaints for international trips.	30 points
<ul style="list-style-type: none"> Conference Bookings 	<p>Requests must be submitted to the Service Provider as follows:</p> <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. 	No complaints for conference bookings.	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. 	<p>in 24 hours after receiving order.</p> <ul style="list-style-type: none"> 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/Travellers in 24 hours of request. <ul style="list-style-type: none"> ✓ 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)
			<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>Travellers.</p> <ul style="list-style-type: none"> Compliance / Non Compliance Letters from the Agency. 		
B	<p>Availability of properly qualified and experienced staff as per contract to provide Travel Management Services</p> <ul style="list-style-type: none"> N/A 	For the duration of the contract.	<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 	<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. 	Only 2 months for filling of vacant post by the Service Provider	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)	
				the required staff in the employ of the Service Provider.			
C	Efficient Coordination of Operation	<ul style="list-style-type: none"> N/A 	For the duration of the contract.	<ul style="list-style-type: none"> 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							
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)	
				Leader/Travel Consultants.			
D.	Handling of Invoices <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 not submitted within 90 days. Less than 5 invoices returned to the service provided for correction per month. Less than 5 complaints per month 	40
	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 <ul style="list-style-type: none"> 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 Off Correct Statement (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	<ul style="list-style-type: none"> 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 complaints. Complaints Register received by the Service Provider from the Agency. Compliance / Non Compliance Letters from the Agency	Less than 2 complaints 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 <ul style="list-style-type: none"> 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 open Voucher reports. 	All monthly open voucher reports submitted.	70



ANNEXURE I: 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.

Having read through and examined the Request For Proposal (RFP) Document, the General Conditions, The Requirement and all other Annexures to the RFP Document, we offer to provide **OFFSITE** travel management service to SASSA at the following amounts (including VAT)

Is your price fixed for the duration of the Contract? If it is not fixed the escalation will only be based on the CPI. Please tick the relevant box. Yes, Means it is fixed. No, Means it not fixed it will be based on CPI on Second Year of the Contract.	YES	NO
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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			
20	Train bookings – International			
21	Visa Assistance (Provision of documents and advice)			
22	Courier services for travel documentation (visa & passports)			
23	SMS Notifications			
24	Parking bookings			

25	Cancellations			
26	Changes to bookings			
27	After Hours Services			
28	Additional Ad-hoc Reports (per report)			
29	Customised Reports (per report)			
30	Travel Lodge Card Reconciliation			
31	Debtors Account Reconciliation			
32	Courier services for travel invoices			
33	Group Fee (If one travel order for 10 or more Travellers is issued from one cost centre)			
34	Shuttle (Bus Services & Coaches) Group Fees			
35	Train Booking (Internationa) Group Fees			
36	Train Booking (Domestic) Group Fees			
37	Train Booking - Domestic			
38	Other (Specify)			
39	Other (Specify)			
40	Other (Specify)			
41	Other (Specify)			

1.2 CONFERENCE TRANSACTION FEE

Item	Description	% and Comment
1	Conference Transaction Fee (as a % of the Total turnover of the event)	

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 the SASSA



ANNEXURE J: TRANSACTION FEE MODEL ONSITE SERVICES

RFP NO:

RFP NAME:

BIDDER NAME

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

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.

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

Is your price fixed for the duration of the Contract? If it is not fixed the escalation will only be based on the CPI. Please tick the relevant box. Yes, Means it is fixed. No, Means it not fixed it will be based on CPI on Second Year of the Contract.	YES	NO
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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			
20	Train bookings – International			
21	Visa Assistance (Provision of documents and advice)			
22	Courier services for travel documentation (visa & passports)			
23	SMS Notifications			
24	Parking bookings			

25	Cancellations			
26	Changes to bookings			
27	After Hours Services			
28	Additional Ad-hoc Reports (per report)			
29	Customised Reports (per report)			
30	Travel Lodge Card Reconciliation			
31	Debtors Account Reconciliation			
32	Courier services for travel invoices			
33	Group Fee (If one travel order for 10 or more Travellers is issued from one cost centre)			
34	Shuttle (Bus Services & Coaches) Group Fees			
35	Train Booking (International) Group Fees			
36	Train Booking (Domestic) Group Fees			
37	Train Booking - Domestic			
38	Other (Specify)			
39	Other (Specify)			
40	Other (Specify)			
41	Other (Specify)			
1.2 CONFERENCE TRANSACTION FEE				
Item	Description	% & Comment		
1	Conference Transaction Fee (as a % of the Total turnover of the event)			