

REQUEST FOR PROPOSALS

YOU ARE HEREBY INVITED TO SUBMIT A BID TO MEET THE REQUIREMENTS OF THE DEVELOPMENT BANK OF SOUTHERN AFRICA LIMITED	
BID NUMBER:	RFP129/2026
COMPULSORY BRIEFING SESSION DETAILS:	11 August 2026 Time: 10:30am MS TEAMS LINK: Briefing Session Link-Click Here
CLOSING DATE:	25th of August 2026
CLOSING TIME:	23H55 (Midnight)
PERIOD FOR WHICH BIDS ARE REQUIRED TO REMAIN OPEN FOR ACCEPTANCE:	120 days
DESCRIPTION OF BID:	APPOINTMENT OF SUITABLE SERVICE PROVIDER(TMC) TO PROVIDE SEAMLESS, COST-EFFECTIVE, AND POLICY-COMPLIANT TRAVEL MANAGEMENT SOLUTIONS FOR DBSA FOR THE PERIOD OF FIVE YEARS
BID DOCUMENTS ELECTRONIC SUBMISSION:	ELECTRONIC SUBMISSIONS <u>INSTRUCTIONS:</u> ➤ Bidders are required to submit written requests for clarification via e-mail to Tumim@dbsa.org ONLY, quoting the RFP Number on the subject of the e-mail. This must be done three (3) working days before the submission date. ➤ Bidders will thereafter receive a OneDrive Link to upload their submission documents electronically. ➤ Written requests for clarification will be considered up to and including 19th August 2026 16:00 Johannesburg time. Requests received after this date may not be attended to. ➤ Any requests after the stipulated date and time may be disregarded. NB: Electronic submission is encouraged for all bidders interested in this tender.

	Closing date of this <u>RFP129/2026</u> is 25th of August 2026 before 23:55PM. No physical bids will be received or accepted at the DBSA offices
NAME OF BIDDER:	
CONTACT PERSON:	
EMAIL ADDRESS:	
TELEPHONE NUMBER:	
FAX NUMBER:	
BIDDER'S STAMP OR SIGNATURE	



The Development Bank of Southern Africa has a Zero Tolerance on Fraud and Corruption.
Report any incidents of Fraud and Corruption to Whistle Blowers on any of the following:

TollFree : 0800 20 49 33
Email : dbsa@whistleblowing.co.za
Free Post : Free Post KZN 665 | Musgrave | 4062
SMS : 33490

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**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF DEVELOPMENT BANK OF SOUTHERN AFRICA LIMITED (“DBSA”)

BID NUMBER: RFP129/2026

DESCRIPTION: An APPOINTMENT OF SUITABLE SERVICE PROVIDER(TMC) TO PROVIDE SEAMLESS, COST-EFFECTIVE, AND POLICY-COMPLIANT TRAVEL MANAGEMENT SOLUTIONS FOR DBSA.

COMPULSORY BRIEFING: 11th of August 2026 Tender briefing will be done online via Microsoft teams.

COMPULSORY BRIEFING LINK: [Briefing Session Link](#)-Click Here

Time: 10:30am Johannesburg time (Microsoft Teams)

Closing time for the OneDrive Link submissions – 16H00 on the 19th of August 2026 (Telkom Time)

BID SUBMISSION CLOSING DATE: 25th of August 2026

CLOSING TIME: 23H55PM

Submission format (OneDrive)

Name

 Bidder Name

- a)It remains the bidder’s responsibility to ensure that the bid submission is uploaded using the correct bidder document and tender link.
- b)Should a bidder encounter an issue with the system, the bidder must provide sufficient evidence as proof of attempting to upload their submission before the cut-off time and the error received.
- c)Faxed, emailed bids will not be accepted, only an electronic submission received via the link will be accepted.
- d)It is therefore the responsibility of the bidder to request for a link to participate.
- e)The DBSA assumes no responsibility if a Bidder’s designated email address is not correct, or if there are technical challenges, including those with the Bidder’s computer, network, or internet service provider (ISP)

BID SUBMISSION LINK REQUESTS:

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS – (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT, WHICH ARE SET OUT IN PART C OF THIS DOCUMENT.

THE FOLLOWING PARTICULARS MUST BE FURNISHED (FAILURE TO DO SO MAY RESULT IN YOUR BID BEING DISQUALIFIED).

BIDDERS THAT ARE UNINCORPORATED CONSORTIA CONSISTING OF MORE THAN ONE LEGAL ENTITY MUST SELECT A LEAD ENTITY AND FURNISH THE DETAILS OF THE LEAD ENTITY, UNLESS OTHERWISE SPECIFIED.

NAME OF BIDDER AND EACH ENTITY IN CONSORTIUM:				
POSTAL ADDRESS:				
STREET ADDRESS:				
CONTACT PERSON (FULL NAME):				
EMAIL ADDRESS:				
TELEPHONE NUMBER:				
FAX NUMBER:				
BIDDER REGISTRATION NUMBER OR REGISTRATION NUMBER OF EACH ENTITY IN CONSORTIUM				
BIDDER VAT REGISTRATION NUMBER OR VAT REGISTRATION NUMBER OF EACH ENTITY IN CONSORTIUM				
BBBEE STATUS LEVEL VERIFICATION CERTIFICATE/BBBEE STATUS LEVEL SWORN AFFIDAVIT SUBMITTED? [TICK APPLICABLE BOX]	YES		NO	
IF YES, WHO ISSUED THE CERTIFICATE?				

1..1.1	ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES/WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		
1..1.2	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES/WORKS OFFERED?	☐ Yes ☐ No [IF YES ANSWER PART B:3 BELOW]		
1..1.3	SIGNATURE OF BIDDER			
1..1.4	DATE			
1..1.5	FULL NAME OF AUTHORISED REPRESENTATIVE			
1..1.6	CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)			
REGISTERED WITH THE NATIONAL TREASURY CSD [TICK APPLICABLE BOX]	YES		NO	
CSD REGISTRATION NUMBER				
TAX COMPLIANCE STATUS PIN (TCS) NUMBER ISSUED BY SARS				

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE SUBMITTED ELECTRONICALLY BY THE STIPULATED TIME TO THE LINK PROVIDED. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED – (NOT TO BE RE-TYPED)
- 1.3. SOUTH AFRICAN BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED BY BIDDING INSTITUTION.
- 1.4. WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MUST BE SUBMITTED WITH THE BID DOCUMENTATION. B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 ALL BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS IN THEIR COUNTRY OF RESIDENCE.
- 2.2 SOUTH AFRICAN BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 SOUTH AFRICAN BIDDERS CAN APPLY FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
- 2.4 SA BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER (TAX COMPLIANCE) IN ACCORDANCE WITH APPLICABLE LEGISLATION IN THEIR COUNTRY OF RESIDENCE.
- 2.6 WHERE SA BIDDERS HAVE NO TCS AVAILABLE BUT ARE REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

- 3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?
☐ YES ☐ NO
- 3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA?
☐ YES ☐ NO
- 3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES ☐ NO
- 3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO
- IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.**

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

PART C

CHECKLIST OF COMPULSORY RETURNABLE SCHEDULES AND DOCUMENTS

Please adhere to the following instructions:

- Tick in the relevant block below.
- Ensure that the following documents are completed and signed where applicable; and
- Use the prescribed sequence in attaching the annexures that complete the Bid Document

NB: Should all these documents not be included, the Bidder may be disqualified on the basis of non-compliance

YES	NO	
☐	☐	One original Bid document in separate folders; Folder 1 - for Pre-Qualifying Criteria and Functional Evaluation and Folder 2 - Price / Financial Proposal – Electronic submission
☐	☐	Part A: Invitation to Bid
☐	☐	Part B: Terms and Conditions of Bidding
☐	☐	Part C: Checklist of Compulsory Returnable Schedules and Documents
☐	☐	Part D: Conditions of Tendering and Undertakings by Bidders
☐	☐	Part E: Specifications/Terms of Reference and Project Brief
☐	☐	Annexure A: Price Proposal Requirement
☐	☐	Annexure B: SBD4 Declaration of Interest
☐	☐	Annexure C: SBD6.1 and B-BBEE status level certificate
☐	☐	Annexure D: Certified copies of your CIPC company registration documents listing all members with percentages, in case of a close corporation.
☐	☐	Annexure E: Certified copies of latest share certificates, in case of a company.
☐	☐	Annexure F: (if applicable): A breakdown of how fees and work will be spread between members of the bidding consortium.

☐☐

Annexure G: Supporting documents to responses to Pre-Qualifying Criteria and Functional Evaluation Criteria.

☐☐

Annexure H: General Condition of Contract

☐☐

Annexure I: CSD Tax Compliance Status and Registration Requirements Report

PART D

CONDITIONS OF TENDERING AND UNDERTAKINGS BY BIDDER

1. DEFINITIONS

In this Request for Proposals, unless a contrary intention is apparent:

- 1.1 **B-BBEE** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act, 2003;
- 1.2 **B-BBEE Act** means the Broad-Based Black Economic Empowerment Act, 2003;
- 1.3 **B-BBEE status level of contributor** means the B-BBEE status received by a measured entity based on its overall performance used to claim points in terms of regulation 6 and 7 of the Preferential Procurement Regulations, 2022.
- 1.4 **Business Day** means a day which is not a Saturday, Sunday or public holiday in South Africa.
- 1.5 **Bid** means a written offer in the prescribed or stipulated form lodged by a Bidder in response to an invitation in this Request for Proposal, containing an offer to provide goods, works or services in accordance with the Specification as provided in this RFP.
- 1.6 **Bidder** means a person or legal entity, or an unincorporated group of persons or legal entities that submit a Bid.
- 1.7 **Companies Act** means the Companies Act, 2008.
- 1.8 **Compulsory Documents** means the list of compulsory schedules and documents set out in Part B.
- 1.9 **Closing Time** for the OneDrive Link submissions – 16h00 on the 26 August 2024 (Telkom Time)
- 1.10 **DBSA** means the Development Bank of Southern Africa Limited.
- 1.11 **DFI** means Development Finance Institution.
- 1.12 **Evaluation Criteria** means the criteria set out under the clause 26 (Evaluation Process) of this Part C, which includes the Qualifying Criteria, Functional Criteria and Price and Preferential Points Assessment (where applicable).
- 1.13 **Functional Criteria** means the criteria set out in clause 27 of this Part C.
- 1.14 **Intellectual Property Rights** includes copyright and neighbouring rights, and all proprietary rights in relation to inventions (including patents) registered and unregistered trademarks (including service marks), registered designs, confidential information (including trade secrets and know how) and circuit layouts, and all other proprietary rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields.
- 1.15 **PFMA** means the Public Finance Management Act, 1999.
- 1.16 **PPPFA** means the Preferential Procurement Policy Framework Act, 2000.
- 1.17 **PPPFA Regulations** means the Preferential Procurement Regulations, 2022 published in terms of the PPPFA.

- 1.18 **Pre-Qualifying Criteria** means the criteria set out in clause 26.1.1 and 12.2.2 **Error! Reference source not found.** of this Part C.
- 1.19 **Price and Preferential Points Assessment** means the process described in clause **Error! Reference source not found.** of this Part C, as prescribed by the PPPFA.
- 1.20 **Proposed Contract** means the agreement including any other terms and conditions contained in or referred to in this RFP that may be executed between the DBSA and the successful Bidder.
- 1.21 **Request for Proposal** or **RFP** means this document (comprising each of the parts identified under Part A, Part B, Part C and Part D) including all annexures and any other documents so designated by the DBSA.
- 1.22 **SARS** means the South African Revenue Service.
- 1.23 **Services** means the services required by the DBSA, as specified in this RFP Part D.
- 1.24 **SLA** means Service Level Agreement.
- 1.25 **SOE** means State Owned Enterprise, as defined by the Companies Act.
- 1.26 **Specification** means the conditions of tender set and any specification or description of the DBSA's requirements contained in this RFP.
- 1.27 **State** means the Republic of South Africa.
- 1.28 **Statement of Compliance** means the statement forming part of a Tender indicating the Bidders compliance with the Specification.
- 1.29 **Tendering Process** means the process commenced by the issuing of this Request for Proposals and concluding upon formal announcement by the DBSA of the selection of a successful Bidder(s) or upon the earlier termination of the process.
- 1.30 **Website** means a website administered by DBSA under its name with web address www.dbsa.org

2. INTERPRETATIONS

In this RFP, unless expressly provided otherwise a reference to:

- 2.1 "includes" or "including" means includes or including without limitation; and
- 2.2 "R" or "Rand" is a reference to the lawful currency of the Republic of South Africa.

3. TENDER TECHNICAL AND GENERAL QUERIES

Queries pertaining to this tender must be directed to:-

DBSA Supply Chain Management Unit

Email: Tumim@dbsa.org

No questions will be answered telephonically.

4. SUBMISSION OF TENDERS

COMPULSORY BRIEFING: 11th of August 2026- Tender briefing will be done online via Microsoft teams.

LINK: [Briefing Session Link](#)-Click Here

Time: 10:30am Johannesburg time (**Microsoft Teams**)

LINK REQUESTS: Bidders are asked to nominate one dedicated contact person (name, email address and phone number to request a submission link in writing to Tumim@dbsa.org.

Tender Submission Deadline:

CLOSING DATE: 25th of August 2026

CLOSING TIME: 23H55pm

5. RULES GOVERNING THIS RFP AND THE TENDERING PROCESS

- 5.1 Participation in the tender process is subject to compliance with the rules contained in this RFP Part C.
- 5.2 All persons (whether a participant in this tender process or not) having obtained or received this RFP may only use it, and the information contained herein, in compliance with the rules contained in this RFP.
- 5.3 All Bidders are deemed to accept the rules contained in this RFP Part C.
- 5.4 The rules contained in this RFP Part C apply to:
 - 5.4.1 The RFP and any other information given, received or made available in connection with this RFP, and any revisions or annexure.
 - 5.4.2 the Tendering Process; and
 - 5.4.3 any communications (including any briefings, presentations, meetings and negotiations) relating to the RFP or the Tendering Process.

6. STATUS OF REQUEST FOR PROPOSAL

- 6.1 This RFP is an invitation for person(s) to submit a proposal(s) for the provision of the services as set out in the Specification contained in this RFP. Accordingly, this RFP must not be construed, interpreted, or relied upon, whether expressly or implicitly, as an offer capable of acceptance by any person(s), or as creating any form of contractual, promissory or other rights. No binding contract or other understanding for the supply of services will exist between the DBSA and any Bidder unless and until the DBSA has executed a formal written contract with the successful Bidder.

7. ACCURACY OF REQUEST FOR PROPOSAL

- 7.1 Whilst all due care has been taken in connection with the preparation of this RFP, the DBSA makes no representations or warranties that the content in this RFP or any information communicated to or provided to Bidders during the Tendering Process is, or will be, accurate, current or complete. The DBSA, and its officers, employees and advisors will not be liable with respect to any information communicated which is not accurate, current or complete.
- 7.2 If a Bidder finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this RFP or any other information provided by the DBSA (other than minor clerical matters), the Bidder must promptly notify the DBSA in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the DBSA an opportunity to consider what corrective action is necessary (if any).
- 7.3 Any actual discrepancy, ambiguity, error or inconsistency in this RFP or any other information provided by the DBSA will, if possible, be corrected and provided to all Bidders without attribution to the Bidder who provided the written notice.

8. ADDITIONS AND AMENDMENTS TO THE RFP

- 8.1 The DBSA reserves the right to change any information in, or to issue any addendum to this RFP before the Closing Time. The DBSA and its officers, employees and advisors will not be liable in connection with either the exercise of, or failure to exercise this right.
- 8.2 If the DBSA exercises its right to change information in terms of clause 8.1, it may seek amended Tenders from all Bidders.

9. REPRESENTATIONS

No representations made by or on behalf of the DBSA in relation to this RFP will be binding on the DBSA unless that representation is expressly incorporated into the contract ultimately entered between the DBSA and the successful Bidder.

10. CONFIDENTIALITY

- 10.1 All persons (including all Bidders) obtaining or receiving this RFP and any other information in connection with this RFP, or the Tendering Process must keep the contents of the RFP and other such information confidential and not disclose or use the information except as required for the purpose of developing a proposal in response to this RFP.

11. REQUESTS FOR CLARIFICATION OR FURTHER INFORMATION

- 11.1 All communications relating to this RFP and the Tendering Process must be directed to the Tender Officer.
- 11.2 All questions or requests for further information or clarification of this RFP or any other document issued in connection with the Tendering Process must be submitted to the Tender Officer in writing, and most preferably by e-mail to tumim@dbsa.org
- 11.3 Any communication by a Bidder to the DBSA will be effective upon receipt by the Tender Officer (provided such communication is in the required format).
- 11.4 The DBSA has restricted the period during which it will accept questions or requests for further information or clarification and reserves the right not to respond to any enquiry or request, irrespective of when such enquiry or request is received.
- 11.5 Except where the DBSA is of the opinion that issues raised apply only to an individual Bidder, questions submitted and answers provided will be made available to all Bidders by e-mail, as well as on the DBSA's website without identifying the person or organisation which submitted the question.
- 11.6 In all other instances, the DBSA may directly provide any written notification or response to a Bidder by email to the address of the Bidder (as notified by the Bidder to the Tender Manager).
- 11.7 A Bidder may, by notifying the Tender Officer in writing, withdraw a question submitted in accordance with clause 12, in circumstances where the Bidder does not wish the DBSA to publish its response to the question to all Bidders.

12. UNAUTHORISED COMMUNICATIONS

- 12.1 Communications (including promotional or advertising activities) with staff of the DBSA or their advisors assisting with the Tendering Process are not permitted during the Tendering Process, or otherwise with the prior consent of the Tender Officer. Nothing in this clause 12 is intended to prevent communications with staff of, or advisors to, the DBSA to the extent that such communications do not relate to this RFP or the Tendering Process.
- 12.2 Bidders must not otherwise engage in any activities that may be perceived as, or that may have the effect of, influencing the outcomes of the Tendering Process in any way.

13. IMPROPER ASSISTANCE, FRAUD AND CORRUPTION

- 13.1 Bidders may not seek or obtain the assistance of employees of the DBSA in the preparation of their tender responses.
- 13.2 The DBSA may in its absolute discretion, immediately disqualify a Bidder that it believes has sought or obtained such improper assistance.
- 13.3 Bidders are to be familiar with the implications of contravening the Prevention and Combating of Corrupt Activities Act, 2004 and any other relevant legislation.

14. ANTI-COMPETITIVE CONDUCT

- 14.1 Bidders and their respective officers, employees, agents and advisors must not engage in any collusion, anti-competitive conduct or any other similar conduct in respect of this Tendering Process with any other Bidder or any other person(s) in relation to:
- 14.1.1 the preparation or lodgement of their Bid
 - 14.1.2 the evaluation and clarification of their Bid; and
 - 14.1.3 the conduct of negotiations with the DBSA.
- 14.2 For the purposes of this clause 14, collusion, anti-competitive conduct or any other similar conduct may include disclosure, exchange and clarification of information whether or not such information is confidential to the DBSA or any other Bidder or any other person or organisation.
- 14.3 In addition to any other remedies available to it under law or contract, the DBSA may, in its absolute discretion, immediately disqualify a Bidder that it believes has engaged in any collusive, anti-competitive conduct or any other similar conduct during or before the Tendering Process.

15. COMPLAINTS ABOUT THE TENDERING PROCESS

- 15.1 Any complaint about the RFP or the Tendering Process must be submitted to the Supply Chain Management Unit in writing, by email, immediately upon the cause of the complaint arising or becoming known to the Bidder, (tenders@dbsa.org)
- 15.2 The written complaint must set out:
- 15.2.1 the basis for the complaint, specifying the issues involved;
 - 15.2.2 how the subject of the complaint affects the organisation or person making the complaint;
 - 15.2.3 any relevant background information; and
 - 15.2.4 the outcome desired by the person or organisation making the complaint.
- 15.3 If the matter relates to the conduct of an employee of the DBSA, the complaint should be addressed in writing marked for the attention of the Chief Executive Officer of the DBSA, and delivered to the physical address of the DBSA, as notified.

16. CONFLICT OF INTEREST

- 16.1 A Bidder must not, and must ensure that its officers, employees, agents and advisors do not place themselves in a position that may give rise to actual, potential or perceived conflict of interest between the interests of the DBSA and the Bidder's interests during the Tender Process.
- 16.2 The Bidder is required to provide details of any interests, relationships or clients which may or do give rise to a conflict of interest in relation to the supply of the services under any contract that may result from this RFP. If the Bidder submits its Bid and a subsequent conflict of interest arises, or is likely to arise, which was not disclosed in the Bid, the Bidder must notify the DBSA immediately in writing of that conflict.

- 16.3 The DBSA may immediately disqualify a Bidder from the Tendering Process if the Bidder fails to notify the DBSA of the conflict as required.

17. LATE BIDS

- 17.1 Bids must be delivered by the Closing Time. The Closing Time may be extended by the DBSA in its absolute discretion by providing written notice to Bidders.
- 17.2 Bids delivered after the Closing Time or lodged at a location or in a manner that is contrary to that specified in this RFP will be disqualified from the Tendering Process and will be ineligible for consideration. However, a late Bid may be accepted where the Bidder can clearly demonstrate (to the satisfaction of the DBSA, in its sole discretion) that late lodgement of the Bid was caused by the DBSA; that access was denied or hindered in relation to the physical tender box; or that a major/critical incident hindered the delivery of the Bid and, in all cases, that the integrity of the Tendering Process will not be compromised by accepting a Bid after the Closing Time.
- 17.3 The determination of the DBSA as to the actual time that a Bid is lodged is final. Subject to clause 17.2, all Bids lodged after the Closing Time will be recorded by the DBSA and will only be opened for the purposes of identifying a business name and address of the Bidder. The DBSA will inform a Bidder whose Bid was lodged after the Closing Time of its ineligibility for consideration. The general operating practice is for the late Bid to be returned within 5 (five) working days of receipt or within 5 (five) working days after determination not to accept a late Bid.

18. BIDDER'S RESPONSIBILITIES

- 18.1 Bidders are responsible for:
- 18.1.1 examining this RFP and any documents referenced or attached to this RFP and any other information made or to be made available by the DBSA to Bidders in connection with this RFP;
 - 18.1.2 fully informing themselves in relation to all matters arising from this RFP, including all matters regarding the DBSA's requirements for the provision of the Services;
 - 18.1.3 ensuring that their Bids are accurate and complete;
 - 18.1.4 making their own enquiries and assessing all risks regarding this RFP, and fully considering and incorporating the impact of any known and unknown risks into their Bid;
 - 18.1.5 ensuring that they comply with all applicable laws in regard to the Tendering Process particularly as specified by National Treasury Regulations, Guidelines, Instruction Notes and Practice Notes and other relevant legislation as published from time to time in the Government Gazette; and
 - 18.1.6 submitting all Compulsory Documents.
- 18.2 South African bidders with annual total revenue of ZAR10 million or less qualify as Exempted Micro Enterprises (EMEs) in terms of the B-BBEE Act must submit a certificate issued by a registered, independent auditor (who or which is not the Bidder or a part of the Bidder) or an accredited verification agency.

- 18.3 South African bidders other than EMEs must submit their original and valid B-BBEE status level verification certificate or a certified copy, or a sworn affidavit thereof, substantiating their B-BBEE status. The submission of such certificates must comply with the requirements of instructions and guidelines issued by National Treasury and be in accordance with the applicable notices published by the Department of Trade and Industry in the Government Gazette.
- 18.4 The DBSA 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 DBSA.
- 18.5 Failure to provide the required information may result in disqualification of the Bidder.

19. PREPARATION OF BIDS

- 19.1 Bidders must ensure that:
- 19.1.1 their Bid is submitted in the required format as stipulated in this RFP; and
 - 19.1.2 all the required information fields in the Bid are completed in full and contain the information requested by the DBSA.
- 19.2 The DBSA may in its absolute discretion reject a Bid that does not include the information requested or is not in the format required.
- 19.3 Unnecessarily elaborate responses or other representations beyond that which is sufficient to present a complete and effective tender proposal are not desired or required. Elaborate and expensive visual and other presentation aids are not necessary.
- 19.4 Where the Bidder is unwilling to accept a specified condition, the non-acceptance must be clearly and expressly stated. Prominence must be given to the statement detailing the non-acceptance. It is not sufficient that the statement appears only as part of an attachment to the Bid or be included in a general statement of the Bidders usual operating conditions.
- 19.5 An incomplete Bid may be disqualified or assessed solely on the information completed or received with the Bid.

20. ILLEGIBLE CONTENT, ALTERATION AND ERASURES

- 20.1 Incomplete Bids may be disqualified or evaluated solely on information contained in the Bid.
- 20.2 The DBSA may disregard any content in a Tender that is illegible and will be under no obligation whatsoever to seek clarification from the Bidder.
- 20.3 The DBSA may permit a Bidder to correct an unintentional error in its Bid where that error becomes known or apparent after the Closing Time, but in no event will any correction be permitted if the DBSA reasonably considers that the correction would materially alter the substance of the Bid or affect the fairness of the Tendering Process.

21. OBLIGATION TO NOTIFY ERRORS

If, after a Bidder's Response has been submitted, the Bidder becomes aware of an error in the Bidder's Response (including an error in pricing but excluding clerical errors which would have no bearing on the evaluation of the Bid), the Bidder must promptly notify the DBSA of such error.

22. RESPONSIBILITY FOR BIDDING COSTS

- 22.1 The Bidder's participation or involvement in any stage of the Tendering Process is at the Bidder's sole risk, cost and expense. The DBSA will not be held responsible for, or pay for, any expense or loss that may be incurred by Bidders in relation to the preparation or lodgement of their Bid.
- 22.2 The DBSA is not liable to the Bidder for any costs on the basis of any contractual, promissory or restitutionary grounds whatsoever as a consequence of any matter relating to the Bidder's participation in the Tendering Process, including without limitation, instances where:
- 22.2.1 the Bidder is not engaged to perform under any contract; or
 - 22.2.2 the DBSA exercises any right under this RFP or at law.

23. DISCLOSURE OF BID CONTENTS AND BID INFORMATION

- 23.1 All Bids received by the DBSA will be treated as confidential. The DBSA will not disclose contents of any Bid and Bid information, except:
- 23.1.1 as required by law;
 - 23.1.2 for the purpose of investigations by other government authorities having relevant jurisdiction;
 - 23.1.3 to external consultants and advisors of the DBSA engaged to assist with the Tendering Process; or for the general information of Bidders required to be disclosed as per National Treasury Regulations, Guidelines, Instruction Notes or Practice Notes.

24. USE OF BIDS

- 24.1 Upon submission in accordance with the requirements relating to the submission of Bids, all Bids submitted become the property of the DBSA. Bidders will retain all ownership rights of any intellectual property contained in the Bids.
- 24.2 Each Bidder, by submission of their Bid, is deemed to have licensed the DBSA to reproduce the whole, or any portion, of their Bid for the sole purposes of enabling the DBSA to evaluate the Bid.

25. BID ACCEPTANCE

All Bids received must remain open for acceptance for a minimum period of 120 (one-hundred and twenty) days from the Closing Time. This period may be extended by written mutual agreement between the DBSA and the Bidder.

26. EVALUATION PROCESS

- 26.1 The Bids will be evaluated and adjudicated as follows:

26.1.1 First Stage – Test for administrative Responsiveness

The test for administrative responsiveness will include the following:

Stage 1: Responsiveness /Mandatory

The Tenderer should be able to provide all the relevant information required in the Supplier Information Form (SIF) which will include but is not limited to;

A. Tenderers who do not adhere to those criteria listed a PRE-QUALIFIER, will be disqualified immediately.

Responsiveness Criteria		Prequalifying Criteria	Applicable to this Tender (Y/N)
1	Adherence in submitting Tender as two stage folders. Folder 1 – Prequalifying & Functionality proposal Folder 2 - Price or financial proposal	Pre-Qualifier	Y
2	Compulsory Briefing _MS Teams	Pre-Qualifier	Y
3	Accreditation as listed below; a) IATA Accreditation b) ASATA membership (mandatory or equivalent industry body) c) Insurance coverage (Professional Indemnity (PI),Public Liability and Travel insurance) d) Proof of 24/7 emergency call centre - Letter dated and signed to be submitted as PoE e) POPIA Compliance declaration or privacy policy or data Security Policy to be submitted as PoE	Pre-Qualifier	Y

B. Tenderers who do not adhere to the indicated response time for clarifications requested by the Employer will be deemed to be non-responsive and their submissions will not be evaluated further.

Responsiveness Criteria		Clarification Time	Applicable to this Tender (Y/N)
1	Standard conditions of tender as required.	48hours	Y
2	Returnable documents completed and signed.	48hours	Y
3	Submission of Registration with National Treasury Central Supplier Database (CSD) Summary Report: - Bidder must be registered to do business with the DBSA.	7 Working Days	Y

4	A Tax Pin issued by SARS.	7 Working Days	Y
5	Valid letter of good standing of Compensation for Occupational Injuries and Diseases Act (COIDA).	48hours	Y

C. DESIRABLE/OPTIONAL REQUIREMENT

Responsiveness Criteria		Clarification Time	Applicable to this Tender (Y/N)
1	Labour Compliance – The bidder must provide proof of compliance with applicable South African labour legislation. Evidence may include Employment Equity (EEA) reports (where applicable),	48 hours	Y
2	Security-ISO/IEC 27001	48 hours	Y
3	Quality ISO 9001	48hours	Y

Only those Bidders which satisfy all the Mandatory /Pre-Qualifying Criteria (section A&B) of the First Stage will be eligible to participate in the Tendering Process further. Bids which do not satisfy all the Mandatory/Pre-Qualifying Criteria of the First Stage will not be evaluated further.

26.1.2 **Second Stage –Technical/Functional criteria**

Only those Bidders who meet the minimum score (70) points or above out of 100 points of the technical requirements will proceed to system demonstration and presentation evaluation (third Stage). Bidders are required to submit supporting documentation evidencing their compliance with each requirement, where applicable. Bidders will be assessed on the functionality criteria (Second Stage) as set out in this RFP.

26.1.3 **Third Stage – System demonstration and Presentation**

Bidders that have successfully passed the First Stage (Responsiveness Test) and Second Stage (Functionality Evaluation) of the tender process shall be eligible for evaluation in the Third Stage, which comprises the Mandatory System Demonstration and Presentation.

To qualify for progression to the Fourth Stage (Price and B-BBEE Evaluation), bidders must achieve a minimum score of (90) points out of 100 in the Mandatory System Demonstration and Presentation assessment. Only bidders meeting this minimum threshold will proceed to the Fourth Stage of the evaluation process.

26.1.4 Fourth Stage – Price and Preference Points

Those Bidders which have passed the First Stage (Responsiveness Test), Second Stage (Functionality Evaluation) and Third stage (Mandatory System Demonstration and presentation) of the tender process will be eligible to be evaluated on the fourth Stage, based on price, in accordance with the PPPFA regulations.

26.1.4.1 The recommended preferred Bidder will be the Bidder with the lowest overall price in the Third Stage of the Bid evaluation, unless the DBSA exercises its right to cancel the RFP, in line with the PPPFA Regulations.

26.2 NB: Bidders are required to submit, as Annexure G to their Bids, any documentation which supports the responses provided in respect of the functionality Criteria above.

27. Risk Analysis and Objective Criteria

Risk Analysis and Objective Criteria *(This must only be included in the tender document if it is applicable, ensure that the list is specific as to what your objective criteria are)*

The DBSA reserves the right to award the tender to the tenderer who scores the highest number of points overall in line with Section (2) (1) (f) of the PPPFA, unless there are objective criteria which will justify the award of the tender to another tenderer. The objective criteria that the DBSA may apply in this bid process include:

- i. Any bidder that has a cumulative order book totalling 3 Awards with outstanding value, **may be excluded from further evaluation.**
- ii. Where a bidder has 5 active Awards with an outstanding value and the outstanding value is 10% or less, indicating the project is nearing completion, the bidder may be included **for further evaluation and/or recommendation for award.**
- iii. Where a bidder has 5 active Awards with an outstanding value and at least one of the projects has stalled for a period of 6 months or more, or the client has placed the project on hold indefinitely, the bidder may be included **for further evaluation and/or recommendation for award.**
- iv. The DBSA has the discretion to apply an objective criterion.

28. Due Diligence

DBSA shall perform a due diligence exercise on the preferred bidder to determine its risk profile. The due diligence exercise may take the following factors into account inter alia.

a. Judgements and criminal convictions

DBSA may consider previous civil judgements against the preferred bidder as part of its risk assessment. DBSA may also consider whether the preferred bidder or any of its directors have been convicted of a serious offence.

b. Pending litigation/liquidation/business rescue (distinct from Working Capital)

DBSA may consider any pending litigation in a court of law or administrative tribunal as part of its risk assessment.

c. Performance

DBSA will not consider the Service provider having a history of poor performance on any task orders/purchase orders or contracts, including poor performance in respect of compliance with policies or procedures regarding safety, health, quality control or environment, or having committed a serious and gross breach of contract.

d. Reputational harm

If DBSA is likely to suffer substantial reputational harm because of doing business with the preferred service provider, it may take this into account as part of its risk assessment.

e. Restricted/Blacklisted

Is not under restrictions, or has principals who are under restrictions, preventing participating in the employer's procurement.

f. Vetting

The DBSA reserves the right to conduct vetting on the tenderer or any of its directors.

g. PEP Checks for both Companies and Individual directors, as well as Procure Check and/or any other systems that the DBSA may choose to utilize (which may be conducted by an authorized third party) that would be done to assess all risks, including but not limited to

- a. Financial stability of the bidder based on key ratio analysis ;
- b. Efficiency;
- c. Profitability;
- d. Financial Risk;
- e. Liquidity;
- f. Acid Test;
- g. Solvency; and

h. Commercial relationship with a politically exposed and brand risk.

- i. The DBSA reserves the right to award the scope in full or part thereof, subject to budget availability.
- ii. The DBSA reserves the right to negotiate to ensure the value for money principle is not compromised.

29. Generally, suppliers have their own business standards and regulations. Although DBSA cannot control the actions of our suppliers, we will not tolerate any Illegal activities. These include, but are not limited to:

- Misrepresentation of any kind (e.g. origin of manufacture, specifications, intellectual property rights, etc.);
- Collusion;
- Failure to disclose accurate information required during the sourcing activity (ownership, financial situation, BBBEE status, etc.);
- Corrupt activities listed above; and
- Harassment, intimidation or other aggressive actions towards DBSA employees.

30. STATUS OF BID

30.1 Each Bid constitutes an irrevocable offer by the Bidder to the DBSA to provide the Services required and otherwise to satisfy the requirements of the Specification as set out in this RFP.

30.2 A Bid must not be conditional on:

- 30.2.1 the Board approval of the Bidder or any related governing body of the Bidder being obtained.
- 30.2.2 the Bidder conducting due diligence or any other form of enquiry or investigation.
- 30.2.3 the Bidder (or any other party) obtaining any regulatory approval or consent.
- 30.2.4 the Bidder obtaining the consent or approval of any third party; or
- 30.2.5 the Bidder stating that it wishes to discuss or negotiate any commercial terms of the contract.

30.3 The DBSA may, in its absolute discretion, disregard any Bid that is, or is stated to be, subject to any one or more of the conditions detailed above (or any other relevant conditions).

30.4 The DBSA reserves the right to accept a Bid in part or in whole or to negotiate with a Bidder in accordance with the provisions of this RFP and the applicable laws and regulations.

31. CLARIFICATION OF BIDS

31.1 The DBSA may seek clarification from and enter into discussions with any or all of the Bidders in relation to their Bid. The DBSA may use the information obtained when clarification is sought or discussions are held in interpreting the Bid and evaluating the cost and risk of accepting the Bid. Failure to supply clarification to the satisfaction of the DBSA may render the Bid liable to disqualification.

- 31.2 The DBSA is under no obligation to seek clarification of anything in a Bid and reserves the right to disregard any clarification that the DBSA considers to be unsolicited or otherwise impermissible or irrelevant in accordance with the rules set out in this RFP.

32. DISCUSSION WITH BIDDERS

- 32.1 The DBSA may elect to engage in detailed discussions with any one or more Bidder(s), with a view to maximising the benefits of this RFP as measured against the evaluation criteria and in fully understanding a Bidder's offer.
- 32.2 Where applicable, the DBSA will invite Bidders to give a presentation to the DBSA in relation to their submissions.
- 32.3 The DBSA is under no obligation to undertake discussions with, and Bidders.
- 32.4 In addition to presentations and discussions, the DBSA may request some or all Bidders to:
- 32.4.1 conduct a site visit, if applicable.
 - 32.4.2 provide references or additional information; and/or
 - 32.4.3 make themselves available for panel interviews.

33. SUCCESSFUL BIDS

- 33.1 Selection as a successful Bidder does not give rise to a contract (express or implied) between the successful Bidder and the DBSA for the supply of the Services. No legal relationship will exist between the DBSA and a successful Bidder for the supply of the Services until such time as a binding contract is executed by them.
- 33.2 The DBSA may, in its absolute discretion, decide not to enter into pre-contractual negotiations with a successful Bidder.
- 33.3 A Bidder is bound by its Bid and all other documents forming part of the Bidder's Response and, if selected as a successful Bidder, must enter into a contract on the basis of the Bid with or without further negotiation.

34. NO OBLIGATION TO ENTER INTO CONTRACT

- 34.1 The DBSA is under no obligation to appoint a successful Bidder or Bidders (as the case may be), or to enter into a contract with a successful Bidder or any other person, if it is unable to identify a Bid that complies in all relevant respects with the requirements of the DBSA, or if due to changed circumstances, there is no longer a need for the Services requested, or if funds are no longer available to cover the total envisaged expenditure. For the avoidance of any doubt, in these circumstances the DBSA will be free to proceed via any alternative process.
- 34.2 The DBSA may conduct a debriefing session for all Bidders (successful and unsuccessful). Attendance at such debriefing session is optional.

35. BIDDER WARRANTIES

- 35.1 By submitting a Bid, a Bidder warrants that:

- 35.1.1 it did not rely on any express or implied statement, warranty or representation, whether oral, written, or otherwise made by or on behalf of the DBSA, its officers, employees, or advisers other than any statement, warranty or representation expressly contained in the RFP;
- 35.1.2 it did not use the improper assistance of DBSA employees or information unlawfully obtained from them in compiling its Bid;
- 35.1.3 it is responsible for all costs and expenses related to the preparation and lodgement of its Bid, any subsequent negotiation, and any future process connected with or relating to the Tendering Process;
- 35.1.4 it accepts and will comply with the terms set out in this RFP; and
- 35.1.5 it will provide additional information in a timely manner as requested by the DBSA to clarify any matters contained in the Bid.

36. DBSA'S RIGHTS

36.1 Notwithstanding anything else in this RFP, and without limiting its rights at law or otherwise, the DBSA reserves the right, in its absolute discretion at any time, to:

- 36.1.1 cease to
- 36.1.2 in the Tendering Process.
- 36.1.3 require additional information or clarification from any Bidder or any other person;
- 36.1.4 provide additional information or clarification.
- 36.1.5 negotiate with any one or more Bidder;
- 36.1.6 call for a new Bid.
- 36.1.7 reject any Bid received after the Closing Time; or
- 36.1.8 reject any Bid that does not comply with the requirements of this RFP.

37. GOVERNING LAWS

37.1 This RFP and the Tendering Process are governed by the laws of the Republic of South Africa.

37.2 Each Bidder must comply with all relevant laws in preparing and lodging its Bid and in taking part in the Tendering Process.

37.3 All Bids must be completed using the English language and all costing must be in South African Rand (ZAR).

PART E

TERMS OF REFERENCE

***APPOINTMENT OF SUITABLE SERVICE PROVIDER(TMC) TO PROVIDE SEAMLESS,
COST- EFFECTIVE, AND POLICY-COMPLIANT TRAVEL MANAGEMENT SOLUTIONS FOR
DBSA FOR THE PERIOD OF FIVE YEARS***

RFP129/2026

2026

TRAVEL MANAGEMENT SPECIFICATION FOR DBSA

1. INTRODUCTION

The Development Bank of Southern Africa (DBSA) requires the services of a professional Travel Management Company (TMC) to provide seamless, cost-effective, and policy-compliant travel solutions, in relation to the DBSA and Agencies for which DBSA administers funds under formal mandate agreements. The appointed TMC will be responsible for all travel-related bookings, expense management, compliance monitoring, and reporting to optimize cost savings and service quality. Hereinafter DBSA includes its Agencies as defined below.

2. DEFINITIONS

- 2.1. **Accommodation** means the rental of lodging facilities while away from one's place of abode, but on authorised official duty.
- 2.2. **After-hours service** refers to an enquiry or travel request that is actioned after normal working hours, i.e. from 17h00 to 8h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.
- 2.3. **Agency** means any agreement that has been reached with a third party to manage the third-party's funds. These entities may have unique configuration requirements (e.g., separate approval rules, cost centers).
- 2.4. **Air travel** means travel by airline on authorised official business.
- 2.5. **Authorising official** means the employee delegated to authorise travel in respect of travel requests and expenses, e.g. line manager of the traveller.
- 2.6. **Bill back** refers to the supplier sending the bill back to the TMC, who in turn, invoices DBSA for the services rendered.
- 2.7. **Car rental** means the rental of a vehicle for a short period of time by a Traveller for official purposes.
- 2.8. **Domestic travel** means travel within the borders of the Republic of South Africa.
- 2.9. **Emergency service** means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.
- 2.10. **International travel** refers to travel outside the borders of the Republic of South Africa.
- 2.11. 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 (e.g. but not limited to visa, refund, frequent flyer tickets, etc).
- 2.12. **Merchant fees** are fees charged by the lodge card company at the point of sale for bill back charges for ground arrangements.

- 2.13. **OBT (Online Booking Tool)** is a software application within a travel management system that enables employees to independently book business travel while adhering to corporate travel policies.
- 2.14. **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.
- 2.15. **SBT** means self-booking tool.
- 2.16. **Service Level Agreement (SLA)** is a contract between the TMC and DBSA that defines the level of service expected from the TMC.
- 2.17. **Shuttle service** means the service offered to transfer a traveller from one point to another, for example from place of work to the airport, or from home if travel is over a weekend.
- 2.18. **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 but not limited to visa fees and courier fees.
- 2.19. **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.
- 2.20. **Traveller** refers to DBSA official, consultant or contractor travelling on official business on behalf of the DBSA.
- 2.21. **Travel authorisation** is the official form utilised by DBSA reflecting the detail and order number of the trip that is approved by the relevant authorising official.
- 2.22. **Travel booker** is the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller, e.g. the personal assistant of the traveller.
- 2.23. **Travel Management Company or TMC** refers to the Company contracted to provide travel and accommodation management services (Travel Agents).
- 2.24. **Travel voucher** means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.
- 2.25. **Unit** means the DBSA Business Unit.
- 2.26. **Value Added Services** are services that enhance or complement the general travel management services e.g. Rules and procedures of the airports.
- 2.27. **VAT** means Value Added Tax.
- 2.28. **VIP or Executive Travellers** applies exclusively to the DBSA Board, the Chief Executive Officer, and the Executive Committee (EXCO) members. The TMC will be provided with a list of these travellers and their nominated proxies upon contract commencement.
- 2.29. **VCC or Virtual Credit Card:** The Virtual Credit Card (VCC) loaded into the OBT shall be the primary method of payment for all bookings made online or through a consultant. The 30-day bill-back facility shall

only be utilized for bookings with suppliers who do not accept VCC. The DBSA-issued Lodge Card will be phased out or retained only for emergency, on-travel expenses.

3. TRAVEL VOLUMES

The current DBSA office total volumes per annum include air travel, accommodation, car hire, conference, etc. The table below details the number of transactions for the financial year 2025/2026 as follows:

Service Category	Estimated Number of transactions per annum
Air travel – Domestic	3 800
Air Travel - Regional & International	1 600
Car Rental - Domestic	1 900
Transfers	1 288
Accommodation - Domestic	2 400
Accommodation - Regional & International	1 000
Bus/Coach bookings	12
Visas	200
GRAND TOTAL	12 200

It is estimated that 5% of the above bookings will occur outside of normal working hours.

4. BACKGROUND

The Development Bank of Southern Africa (“the Bank”) is a Development Finance Institution (“DFI”) wholly owned by the Government of the Republic of South Africa (“the Shareholder”), with a mandate to finance infrastructure projects across Africa. The Bank has positioned itself into a Development Finance Institution (DFI) that champions and leads infrastructure integration and development. The Bank has sought to promote economic and social development by mobilizing financial and other resources from the national and international, private and public sectors, for sustainable development projects in South Africa, the Southern African Development Community (SADC) region and the whole of the African continent. In broad and aspirational terms, the Bank has the vision of a prosperous and integrated resource-efficient region, progressively free of poverty and dependency.

In terms of operations, the Bank predominantly runs on SAP enterprise resource planning platform. For more information in respect of the DBSA please access the website at www.dbsa.org.

5. PURPOSE OF THIS TENDER

The aim of this tender is to invite proposals from prospective bidders for the provision of travel, accommodation and venue finding management services to the DBSA for five (5) years.

This document outlines the tasks and responsibilities required from potential bidders in line with DBSA's needs for these services. It is important to note that this tender does not represent an offer to conduct business with DBSA but rather serves as an invitation for bidders to participate in a requirements driven decision making process. One successful bidder will be appointed to provide the full scope of Travel Management Services.

6. THE OBJECTIVE

6.1. DBSA's main goal in issuing this tender is to establish agreements with one successful bidder who will accomplish the following:

6.1.1. Deliver consistent and dependable travel management services to DBSA, ensuring high level traveller satisfaction in accordance with agreed service standards.

6.1.2. The solution is also to cater for a seamless and system integrated DBSA/TMC approval process, that also enables the traveller or his/her support to effect the reconciliation of a travel expense / report post facto without having to input the information again/anew.

6.1.3. Expense report / claim process should be able to cater for additional expenses, not just travel management related (such as, daily allowance, lunch, breakfast, taxi, incidentals, etc) and in the expense source currency.

6.1.4. The solution needs to allow separate interfaces such that DBSA is ring-fenced from other clients.

6.1.5. Realize substantial cost savings for DBSA while maintaining the quality of services.

6.1.6. Effectively manage and mitigate DBSA's risk.

7. THE SCOPE OF WORK

DBSA requires that all the services rendered under this scope of work, comply with the National Treasury negotiated rates:

7.1. Air travel

- 7.1.1. Plan, arrange, and amend domestic, regional and international travel bookings as per DBSA's request.
- 7.1.2. Leverage existing corporate agreements, consolidator/private fares and supplier programmes to secure the most cost-effective and compliant rates available at the time of booking. Where commercially viable, negotiate additional value-added benefits or rate enhancements specific to DBSA's travel volumes.
- 7.1.3. Leverage supplier loyalty programmes, consolidator agreements and negotiated frameworks to optimise value derived from DBSA travel volumes.

7.2. Vehicle rental

- 7.2.1. Book vehicles with car rental companies and amend any confirmed bookings, if necessary, as per DBSA's request.
- 7.2.2. Leverage existing corporate agreements, consolidator/private fares and supplier programmes to secure the most cost-effective and compliant rates available at the time of booking. Where commercially viable, negotiate additional value-added benefits or rate enhancements specific to DBSA's travel volumes.
- 7.2.3. Leverage supplier loyalty programmes, consolidator agreements and negotiated frameworks to optimise value derived from DBSA travel volumes.

7.3. Train and bus travel

- 7.3.1. Book and amend train and bus travel arrangements as per DBSA's request.
- 7.3.2. Leverage existing corporate agreements, consolidator/private fares and supplier programmes to secure the most cost-effective and compliant rates available at the time of booking. Where commercially viable, negotiate additional value-added benefits or rate enhancements specific to DBSA's travel volumes.

7.4. Accommodation

- 7.4.1. Plan, arrange, and amend accommodation with any hotel group, private hotel, or other available establishment, for example, guesthouses, Airbnb or lodges as per DBSA's request.
- 7.4.2. Leverage existing corporate agreements, National Treasury negotiated rates, consolidator/private fares and supplier programmes to secure the most cost-effective and compliant rates available at the time of booking. Where commercially viable, negotiate additional value-added benefits or rate enhancements specific to DBSA's travel volumes.
- 7.4.3. Leverage supplier loyalty programmes, consolidator agreements and negotiated frameworks to optimise value derived from DBSA travel volumes.

7.5. Conference facilities and arrangements including venue management.

- 7.5.1. To source venues that meet DBSA's specific requirements in terms of capacity, location, amenities, and budget.
- 7.5.2. Plan, arrange, book, and amend conference requirements with any hotel group, private hotel, or other available establishment.
- 7.5.3. Leverage existing corporate agreements, consolidator/private fares and supplier programmes to secure the most cost-effective and compliant rates available at the time of booking. Where commercially viable, negotiate additional value-added benefits or rate enhancements specific to DBSA's travel volumes.
- 7.5.4. Manage any venue-related logistics.
- 7.5.5. To manage and facilitate payments for venues, ensuring timely and accurate financial transactions.

7.6. Shuttle services

- 7.6.1. Plan, arrange, book, and amend shuttle service requirements as per DBSA's request.
- 7.6.2. Leverage existing corporate agreements, consolidator/private fares and supplier programmes to secure the most cost-effective and compliant rates available at the time of booking. Where commercially viable, negotiate additional value-added benefits or rate enhancements specific to DBSA's travel volumes.

7.7. 24/7/365 Operation capability

- 7.7.1. The bidder must be prepared to make available the above-mentioned services on a 24/7/365 basis. The travel agent must indicate their official operating times.

7.8. VISA processing

- 7.8.1. Visa applications will be coordinated and facilitated by the TMC.

8. DELIVERABLES

Deliverables under this section include, without limitation, the following:

- The travel services will be provided to all travellers travelling on behalf of DBSA locally, regionally and internationally. This will include employees and contractors, consultants and clients where the agreement is that DBSA is responsible for the arrangement and cost of travel.
- Provide travel and accommodation management services during normal office hours (Monday to Friday 8h00 – 17h00) and provide after hours and emergency services (17h00 – 08h00).
- Familiarisation with current DBSA travel business processes.
- Familiarisation with current National Treasury negotiated non- commissionable fares and rates with various airlines carriers and other service providers. Assist with further negotiations for better deals with

travel service providers.

- Familiarization with current DBSA Travel Policy and implementation of controls to ensure compliance.
- Penalties incurred because 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.
- Provide a facility for DBSA to update their travellers' profiles.
- Manage the third-party service providers by addressing service failures and complaints against these service providers.
- Consolidate all invoices from travel suppliers.
- Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.

9. TRAVEL AND ACCOMMODATION MANAGEMENT COMPANIES ROLES AND RESPONSIBILITIES

9.1. Reservations

- 9.1.1. 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.
- 9.1.2. Always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker. Automated fare comparison evidence required.
- 9.1.3. Appraise 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.
- 9.1.4. Obtain comparative pricing using GDS/OBT automated fare and rate comparison tools where commercially practical. Book the negotiated discounted fares and rates where possible.
- 9.1.5. 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.
- 9.1.6. Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- 9.1.7. Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- 9.1.8. Must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- 9.1.9. Advise the traveller of all visa and inoculation requirements well in advance.
- 9.1.10. Assist with the arrangement of foreign currency and the issuing of travel insurance for international, domestic and regional trips where required.

- 9.1.11. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- 9.1.12. Facilitate the bookings that are generated through their own or third-party Online Booking Tool (OBT) where it can be implemented.
- 9.1.13. Note that, unless otherwise stated, all cases include domestic, regional, and international travel bookings.
- 9.1.14. Visa applications will be co-ordinated and facilitated by the TMC.
- 9.1.15. Negotiated rates including airline fares, accommodation establishment rates, car rental rates, and similar services that are directly negotiated or established by the National Treasury or the Development Bank of Southern Africa (DBSA) are non-commissionable. Additionally, for venue hire or any other services where commissions are earned through DBSA bookings, the following applies:
- All commissions earned must be returned to the DBSA.
 - Commission returns should be made quarterly.
- 9.1.16. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by DBSA.
- 9.1.17. Timely submission of proof that services have been delivered (invoices) as per DBSA's instructions.

9.2. Air Travel

- 9.2.1. The TMC must be able to book full-service carriers as well as low-cost carriers.
- 9.2.2. The TMC will book the most cost-effective airfares possible for domestic travel.
- 9.2.3. For international flights, the airline which provides the most cost-effective and practical routings may be used.
- 9.2.4. The TMC should obtain competitive pricing using GDS/OBT automated fare and rate comparison tools where commercially practical.
- 9.2.5. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the traveller (if applicable).
- 9.2.6. 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.
- 9.2.7. The TMC will also assist with the booking of charters for VIPs utilizing the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- 9.2.8. 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.
- 9.2.9. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fares where applicable.
- 9.2.10. Ensure that travellers are always informed of any travel news regarding airlines like baggage policies,

checking in arrangements, etc.

9.2.11. Assist with lounge access when required.

9.3. Accommodation

- 9.3.1. The TMC will obtain competitive pricing comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- 9.3.2. The TMC will obtain competitive pricing using GDS/OBT automated fare and rate comparison tools where commercially practical. The TMC should 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. This includes planning, booking, confirming, and amending accommodation with any establishment (hotel group, private hotel, guest house, or Bed & Breakfast) in accordance with DBSA's travel policy.
- 9.3.3. DBSA travellers may only stay at accommodation establishments with which DBSA has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing 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 DBSA.
- 9.3.4. Accommodation vouchers must be issued to all DBSA travellers for accommodation bookings and be invoiced to DBSA as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- 9.3.5. The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.
- 9.3.6. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

9.4. Car Rental and Shuttle Services

The TMC will book the approved category vehicle in accordance with the DBSA Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel, and venue).

- 9.4.1. The travel consultant should advise the traveller on the best time and location for collection and return considering the traveller's specific requirements.
- 9.4.2. The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, tolls, refuelling, keys, rental agreements, damages, and accidents, etc.
- 9.4.3. For international travel, the TMC may offer alternative ground transportation to the traveller that may

include rail, buses, and transfers.

- 9.4.4. The TMC will book transfers in line with the DBSA travel policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- 9.4.5. The TMC should manage shuttle companies on behalf of the DBSA and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- 9.4.6. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

9.5. After Hours and Emergency Services

- 9.5.1. The TMC must provide a consultant or team of consultants to assist travellers with after hours and emergency reservations and changes to travel plans.
- 9.5.2. A dedicated consultant/s must be available to assist VIP/Executive travellers with after hour or emergency assistance.
- 9.5.3. 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.
- 9.5.4. A call centre facility or after hours contact number (including landline/cell phone, WhatsApp calls) should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- 9.5.5. The Travel Management Company must have a standard operating procedure for managing after hours and emergency services. This must include retrospective PO validation within 24 hours.
- 9.5.6. The TMC must provide an ISO/global Risk equivalent platform that includes real-time traveller tracking, country risk alerts emergency escalation procedures, and crisis response coordination. The bidder must describe the platform used and provide case examples of previous crisis interventions.

9.6. Communication

- 9.6.1. The TMC must conduct workshops and training sessions for travel bookers of the DBSA.
- 9.6.2. All enquiries must be acknowledged within an hour, investigated and prompt feedback provided within 24 hours in accordance with the Service Level Agreement (SLA).
- 9.6.3. The TMC must ensure sound communication with all stakeholders. Link the
- 9.6.4. business traveller, travel coordinator, travel management company in one smooth continuous workflow.

9.7. Travel request

- 9.7.1. Travel request to incorporate the above expense as well as other expenses that the employee may incur to determine the full budget for the trip.
- 9.7.2. Travel request to allow for approval based on DBSA delegation of authority.

- 9.7.3. Local (South Africa) travel:
- 9.7.4. Approval by the traveller's manager.
- 9.7.5. Regional (Rest of Africa) Travel
- 9.7.6. Approval to follow line of authority up to Executive level.
- 9.7.7. International Travel (Outside of Africa)
- 9.7.8. Approval to follow line of authority up to CEO level.
- 9.7.9. Travel request to allow for delegation when approver is out of office.
- 9.7.10. Approval process to also allow configuration for independent delegation of authority outside of DBSA.
These include the Agencies that DBSA manages but require their own approval process. Therefore, approval process should be configurable.

9.8. Cash Advance

- 9.8.1. System to allow for employees or delegates to request a cash advance against the travel request (Regional and International Travel)
- 9.8.2. Cash advance to be approved together with the request and then routed to finance for processing.
- 9.8.3. Finance to have functionality to enter cash advance exchange rate prior to posting.
- 9.8.4. Cash advance to be integrated into DBSA ERP system against the employee vendor account.
- 9.8.5. If for any reason a cash advance was not entered by the traveller finance must be able to process a cash advance against the employee, and if possible, link to the request.

9.9. Travel Expense Claim module.

- 9.9.1. After an employee travelling, they should be able to complete an expense claim in the system.
- 9.9.2. The expense claim must allow for routing to their employee manager for approval or where there are agencies these must be routed differently according to the agency DOA. System should be configurable to allow multiple routing for expense claims.
- 9.9.3. Expense claim module to allow for delegation where approver is out of office.
- 9.9.4. Expense claim module to allow for additional expenses that the employee may incur.
- 9.9.5. Daily allowance should be claimed based on the SARS rates and currency.
- 9.9.6. All expenses in foreign currency to use the following exchange rate:
 - If the expense currency is the cash advance currency, then utilise the cash advance exchange rate (this also applies to daily allowance per SARS rates)
 - If the expense currency is not the daily allowance currency, then use an exchange rate for the date of the expense as source from a recognised provider. Provider to be determined based on successful bidders' system capabilities.
- 9.9.7. Expense claim should allow for the cash advance balance to reduce to zero (even when the employee

does not return all cash advances) and allow employee to be able to determine the amount owing or due to them.

9.10. Financial Management

- 9.10.1. The TMC must implement the rates negotiated by DBSA with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- 9.10.2. The TMC will be responsible for managing the service provider accounts. This will include the timely receipt of invoices and statements to be presented to DBSA for payment within the agreed period.
- 9.10.3. Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- 9.10.4. The TMC will be required to offer a 30-day bill-back account facility to institutions should a lodge card not be offered.
- 9.10.5. 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.
- 9.10.6. The TMC is responsible for the consolidation of invoices and supporting.
- 9.10.7. documentation to be provided to DBSA's Financial Unit on the agreed 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's bill-back report or the credit card statement.
- 9.10.8. Ensure Travel Supplier accounts are settled on time.
- 9.10.9. Charges must be raised in less than 5 invoices per order number (including all fees).

9.11. Management Information and Reporting

- 9.11.1. The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- 9.11.2. All management information and data input must be accurate.
- 9.11.3. The TMC will be required to provide the DBSA with a minimum of three (3) standard monthly reports at no additional cost.
- 9.11.4. Reports must be accurate and provided as per DBSA's specific requirements at the agreed time. Information must be available on a transactional level that reflects detail including the name of the traveller, date of travel, spend category (example, air travel, shuttle, accommodation).
- 9.11.5. DBSA may request the TMC to provide additional management reports.
- 9.11.6. Reports must be available in an electronic format, for example Microsoft Excel.
- 9.11.7. Where applicable the DBSA will request TMC to provide emission reporting

9.11.8. Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:

- Travel
 - After hours' Report.
 - Compliments and complaints.
 - Consultant Productivity Report.
 - Long term accommodation and car rental.
 - Extension of business travel to include leisure.
 - Upgrade of class of travel (air, accommodation, and ground transportation).
 - Bookings outside Travel Policy.
- Finance
 - Reconciliation of commissions/rebates or any volume driven incentives.
 - Creditor's ageing report.
 - Creditor's summary payments.
 - Daily invoices.
 - Reconciled reports for Travel Lodge card statement.
 - No show reports.
 - Cancellation report.
 - Receipt delivery report.
 - Monthly Bank Settlement Plan (BSP) Report.
 - Refund Log.
 - Open voucher report, and
 - Open Age Invoice Analysis.
 - Detailed Monthly statement as per the agreed period

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

9.11.10. Greenhouse gas (GHG) / CO2 emission reporting for all travel-related bookings.

9.11.11. Other reporting requirements may be required during the contract. Specifications to be determined prior to implementation.

9.12. Account Management

9.12.1. An Account Management structure should be put in place to respond to the needs and requirements of the DBSA and act as a liaison for handling all matters regarding delivery of services in terms of the

contract.

- 9.12.2. The TMC must appoint a dedicated Account or Business Manager that is responsible for the management of the DBSA's account.
- 9.12.3. The necessary processes should be implemented to ensure good quality management and always ensuring traveller satisfaction.
- 9.12.4. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 9.12.5. Ensure that the DBSA's Travel Policy is enforced.
- 9.12.6. The Service Level Agreement (SLA) must be managed, and customer satisfaction surveys conducted to measure the performance of the TMC.
- 9.12.7. Ensure that workshop/training is provided to travellers and/or Travel Bookers
- 9.12.8. During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

9.13. Value Added Services to be provided at no cost

- 9.13.1. Destination information for regional and international destinations:
- 9.13.2. Health warnings.
- 9.13.3. Weather forecasts.
- 9.13.4. Places of interest.
- 9.13.5. Visa information.
- 9.13.6. Travel alerts.
- 9.13.7. Location of hotels and restaurants.
- 9.13.8. Information including the cost of public transport.
- 9.13.9. Rules and procedures of the airports.
- 9.13.10. Business etiquette specific to the country.
- 9.13.11. Airline baggage policy; and
- 9.13.12. Supplier updates
- 9.13.13. Electronic voucher retrieval via web and smart phones.
- 9.13.14. SMS notifications for travel confirmations.
- 9.13.15. Travel audits.
- 9.13.16. VIP services for Executives include but is not limited to check-in support.
- 9.13.17. A dedicated resource for DBSA group bookings or more travellers.
- 9.13.18. Emergency numbers i.e. police, hospital, Ambulance, etc.

9.14. Cost Management

- 9.14.1. The National Treasury cost containment initiative and the DBSA's travel policy is establishing a basis for a cost savings culture.
- 9.14.2. It is the obligation of the TMC consultant to always advise on the most cost- effective option, and costs should be within the framework of the National Treasury's cost containment instructions.
- 9.14.3. The TMC plays a pivotal role in providing high quality travel related services that are designed to strike a balance between effective cost management, flexibility, and traveller satisfaction.
- 9.14.4. 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 DBSA'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.

9.15. Quarterly and Annual Travel Reviews

- 9.15.1. Quarterly reviews are required to be presented by the travel management company on all DBSA travel activity in the previous three-month period. These reviews are comprehensive and presented to DBSA's Procurement and Finance teams as part of the performance management reviews based on the service levels.
- 9.15.2. Annual Reviews are also required to be presented to DBSA's Senior Executives.
- 9.15.3. These travel reviews will include without limitation reporting requirements in National Treasury Instruction No.1 of 2024/2025. (Cost Containment Measures related to Travel & Subsistence) may be used as minimum.

9.16. Office Management

- 9.16.1. The TMC to ensure high quality service to be always delivered DBSA's travellers. The TMCs are required to provide DBSA with highly skilled and qualified human resources of the following roles but not limited to:
- Account Manager
 - Senior Travel Consultants
 - Any other resources that will allow the Agency to perform the work effectively and efficiently (i.e. Finance Manager, System Administrator, etc.)

9.17. Technology – Online Self Booking Tool

DBSA requires a modern, unified Travel & Expense (T&E) solution. The appointed TMC is expected to provide

a platform that handles the entire travel lifecycle, reducing reliance on manual processes within DBSA's legacy systems. The TMC's platform must include native functionality for:

- Travel Requests & Policy-Compliant Approvals.
- Cash Advance Requests.
- Post-Trip Expense Claims (including per diems, non-travel expenses, and multi-currency handling).

While the platform must provide these native modules, it is still required to integrate with DBSA's ERP system for the purposes of posting finalized financial data (e.g., journal entries for cash advances and approved claims). Bidders must detail the frequency and method of this financial handshake with DBSA ERP system. To enhance service efficiency and reduce associated costs, the implementation of a user-friendly online booking tool for both domestic and international travel is essential. The DBSA seeks to appoint a Travel Management Company (TMC) to deliver comprehensive travel management services, including the coordination and oversight of travel bookings using an online booking tool or system. The selected TMC system must seamlessly integrate with the existing DBSA ERP system and the TMC must provide proof of valid IATA accreditation. The implemented travel booking system must, at a minimum, include the following functionalities:

9.17.1. The online booking tool must be customisable to the specific needs of the DBSA to ensure that all travel requests comply with Treasury Instructions and DBSA Travel policy/ies.

9.17.2. The online booking tool should be provided as a cloud hosted software as a service solution. The service provider must ensure full South African data residency, meaning that all customer data stored, processed, and retained or backed up within South African data centres. In cases where the solution stores data outside of South Africa, the service provider must provide details of how the data is governed.

9.17.3. The Service Provider or the TMC shall implement and maintain appropriate technical and organisational measures to ensure the confidentiality, integrity, and availability of all data, in compliance with all applicable South African data protection laws, including the Protection of Personal Information Act, 2013 (POPIA).

9.17.4. The tool must employ sufficient access and intrusion security measures which include but not limited to the following:

- Categories users according to roles and responsibilities and assigned access rights according to their categories.
- The substantiation of the identity of a person or entity related to the enterprise or system and must be assigned to specific access rights.
- Enforcement of permitted capabilities for a person or entity whose identity has been established.
- Supports capabilities such as user authentication, password policy management, two-factor authorisation, single sign on and role-based access.

- Must support single sign-on using protocols like SAML and authenticate using DBSA approved authentication system.
- Enables configurable controls that extend data and transaction security and compliance with third-party platforms or the solution's hosting providers.
- The ability to provide logs verifying that the system has been used in accordance with security policies to maintain its integrity.
- The tool must have the ability to monitor and integrate security logs with SIEM technology. Please specify the name of the SIEM technology being used.
- The ability to integrate using APIs.
- The protection of information assets from loss or unintended disclosure, and resources from unauthorised and intended use.
- Ensures that sessions are unique to each individual and cannot be guessed or shared. Sessions are invalidated when no longer required and timed out during periods of inactivity.
- Ensures that data is encrypted at rest and in transit using Transport Layer Security (TLS) and Secure Sockets Layer (SSL) where sensitive data is transmitted. The tool must support the latest TLS encryption protocol, TLS 1.3, OR TLS 1.2, and should also support cipher strength above 3DES, and SHA256 or above hashing algorithm.
- The service provider must provide incident detection and response procedures, including mandatory notification of any data breach in accordance with POPIA.
- The tool must be able to accept a virtual credit card issued by DBSA which must be able to interface through an online interface link into DBSA's payment system. The card may be pre-loaded on the booking tool.

9.17.5. The virtual credit card issued by DBSA may be used for all online bookings and where the third party does not accept a virtual credit card; the Travel Lodge card will be used as the alternate card for the online booking in some instances.

9.17.6. The tool must make provision for DBSA to add and remove cost centres and authorised approvers per cost centre. DBSA will not be liable for any service rendered unless such service is approved by a duly authorised DBSA employee (it remains the responsibility of DBSA to ensure that authorizers are correctly captured on the online booking tool).

9.17.7. The tool must make provision for DBSA to create policy groups and limits for each service/sector type per policy group.

9.17.8. Traveller profiles must be created and amended online by DBSA. Traveller profiles will contain all the information normally required to travel (Full names. ID number etc.) as well as:

9.17.9. Contact information to enable the sending of SMSs and e-mails to travellers.

- 9.17.10. Policy group applicable to each traveller (which can only be amended by DBSA administrators)
- 9.17.11. The tool must employ approval escalation flows (to be added/amended online by DBSA) for each cost centre as well as for out-of-policy approvals.
- 9.17.12. The tool must require the uploading of supporting documentation before a booking is sent for approval (based on policy group settings).
- 9.17.13. All local travel (airline tickets, accommodation, car rental, point-to-point transfers, and parking facilities at airports), can be booked, approved, and amended online. The TMC may not charge a consultant service fee in cases where the online booking tool does not make provision for the booking or amendment of these local services/sectors.
- 9.17.14. The following information must be available and visible to the booker and approvers when making an online booking:

• **Service/sector types Required Information**

Flights	• Departure/arrival destinations • Scheduled departure and arrival dates / times • Travel Class (First, Business, Economy) • Fare category (Y, Q, K etc.) • Fare (fully inclusive of all charges) • Change / cancellation penalties. • Whether flight is in or out of policy (based on policy group to which traveller is assigned)
	• The TMC fee that will be charged for the sector
Accommodation	• Detailed location (street address and GPS coordinates) • Establishment type (Hotel, B&B, guest house etc.) • Quoted rate (inclusive of all discounts and tourism levy) • Type of rate – Room only, Bed and Breakfast, Dinner bed and Breakfast, full board • Cancellation rules/penalties • Whether the rate is in or out of policy (based on the policy group to which traveller is assigned) • The TMC fee that will be charged for the sector

Rental cars	• Group (e.g. EDMR, EDAR) • Cancellation rules/penalties • Whether the group is in or out of policy (based on the policy group to which traveller is assigned) • The TMC fee that will be charged for the sector
Point-to-point transfer	• Group (standard/luxury / VIP etc.) • Rate • Cancellation rules/penalties • Whether the group is in or out of policy (based on the policy group to which traveller is assigned) • The TMC fee that will be charged for the sector

9.17.15. The tool must be able to integrate with the following DBSA internal systems:

9.17.16. User Information Systems for access to employee related information and DBSA DOA.

9.17.17. Financial management system, ERP, facilitate cash advance and travel claim postings, and credit card transaction bulk upload.

9.17.18. The solution should allow for changes during the contract term.

9.17.19. Solution must be device independent and must be operated on various computers, operating systems, and smart devices in the present and future without any restricted access or implementation complexities.

9.17.20. The solution must guarantee 99.9% availability, excluding scheduled maintenance.

9.17.21. Security to prevent unauthorised access, intrusions, and data leaks.

9.17.22. The service provider must demonstrate how the proposed solution mitigates vendors lock in. This includes the ability to export all customer data in open, machine-readable formats, support for industry standard APIs, and clear migration processes that do not require reliance on proprietary software or specialised vendor intervention. All data generated under this contract remains the property of DBSA and must be handed over in full upon termination without additional costs.

9.17.23. The implemented solution provides fast response times with high throughput, low utilisation of computer resources, high system availability, low bandwidth usage, and fast data transmission speeds.

9.17.24. The system to provide the following reporting requirements:

9.17.25. Automated reports – auto generated reports in instances where exceptions or critical actions occur.

9.17.26. System should provide standard reports.

9.17.27. Report and alert on software configuration changes or policy non-compliance.

9.17.28. . Ability to create customised dashboards based on different requirements.

9.17.29. . Ability to send notifications e.g. for the required approvals.

9.17.30. The bidder to provide introductory training on new or additional functionality to be provided to each user based on role access.

9.17.31. Pre - and post-implementation support is to be provided to all users to ensure a smooth transition from implementation to operations.

9.17.32. The bidder to ensure the appropriate skills are enhanced through training of users and a Super User and System Administrator training program.

10. PROPOSAL REQUIREMENTS

The technical proposal must be clear and concise, comprehensive, and directly address the specifics of the proposed scope of work. The Service Provider will, in combination with their description of services and Key Team Members' resumes, demonstrate their experience in providing similar services on existing and prior assignments.

10.1. Company profile

10.1.1. The service provider must provide a company profile stating areas of corporate capabilities, services offered and experience including details of the complete range of services offered as per those stipulated in the scope of work. The bidder must provide an organogram of the company detailing the company structure and responsibilities.

10.2. Company experience

10.2.1. The Service Provider must demonstrate:

- Management of at least R100 million annual corporate travel spent.
- Handling of minimum 7000 + annual travel transaction.

10.2.2. Minimum of 5 years' corporate travel management experience. The Service Provider must provide at least three (3) signed contactable reference letters on letterheads from existing/previous clients (within the past 5 years from different clients) who are of a similar size to the DBSA whom we may contact for references. The reference letter must include the company name, contact name, address, phone number, duration of the contract, the value of the travel expenditure, a brief description of the services that you provided, and the level of satisfaction.

10.3. Key Team Members

10.3.1. The service provider must provide detailed CVs of the proposed Account Manager and Senior Travel Consultant assigned to this project. The CV should include a Travel and Tourism Diploma or Hospitality Management qualification (NQF level 6), and a minimum of 4 years' experience related to travel and

accommodation services.

10.3.2. Approach to the replacement of personnel when DBSA is dissatisfied with the performance of an individual assigned by the Service Provider.

10.4. Approach and Methodology

10.4.1. The approach and methodology should detail the Bidder/s understanding of the scope of work and outline the proposed approach/methodology. It should explain why the approach and methodology are appropriate to achieving the scope of work as well as the objectives of TOR. This section should also set out any other matters that might affect the achievement of the assignment. The approach and methodology should cover the following activities:

10.4.1.1. A detailed transition plan for implementing the service without service interruptions and engaging with the incumbent service provider to ensure a smooth transition.

10.4.1.2. Provision of the following information on reservations:

- Manage all reservations and bookings - describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); car rental; flights etc. This will include, without limitation, an example of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirements, confirmation numbers, and additional proof of competency.
- Manage group bookings - describe your capabilities for handling group bookings (e.g. for meetings, conferences, events, etc.). Please specify if these bookings would be made by the TMC or outsourced.

10.4.1.3. Directly negotiated rates including airline fares, accommodation establishment rates, car rental rates, and similar services that are negotiated directly or established by National Treasury or the Development Bank of Southern Africa (DBSA) are considered non-commissionable.

10.4.1.4. In instances where commissions are earned from bookings made on behalf of DBSA (e.g., venue hire or other services), the following applies:

- All commissions earned must be returned to the DBSA.
- Returns must be processed on a quarterly basis.

10.4.1.5. Describe how these specific rates will be secured. Describe any automated tools that will be used to assist with the maintenance and processing of the said negotiated rates.

10.4.1.6. Manage airline reservations - describe in detail the process of booking the most cost-effective and practical routing for the traveller. This will include, without limitation, the refund process and how you manage the unused non-refundable airline tickets, your ability to secure special airline services for the traveller(s) including preferred seating, waitlist clearance, special meals, travellers with disabilities, etc.

10.4.1.7. After-hours and emergency services - The bidder must have the capacity to provide reliable and consistent after-hours and emergency support to the traveller (s). Please provide details/ Standard Operating Procedure of your after-hour support e.g.

- how it is accessed by travellers,
- where it is located, centralized/regionalized, in country (owned)/ outsourced etc.
- Is it available 24/7/365?
- Reminders of DBSA to process purchase orders within 24 hours to reduce queries on invoices.

10.4.1.8. Provision of information on communication

10.4.1.9. Describe how you will ensure that travel bookers are informed of the travel booking processes.

10.4.1.10. Describe your communication process where the traveller, travel coordinator/booker, and travel management company will be linked in one smooth continuous workflow.

10.4.1.11. Describe the request, cash advance and travel claim /expense functionality.

10.5. Provision of information on financial management

10.5.1. Describe how you will implement the negotiated rates and maximum allowable rates established either by the DBSA or the National Treasury.

10.5.2. Describe how you will manage the 30-day bill-back account facility.

10.5.3. Describe how pre-payments will be handled where it is required for smaller Bed & Breakfast /Guest House facilities.

10.5.4. Describe how invoicing will be handled, including the process of rectifying discrepancies between purchase orders and invoices, supporting documentation, reconciliation of transactions and the timely provision of invoices to DBSA.

10.5.5. The bidder shall submit documented financial workflow diagrams demonstrating negotiated rate loading controls, bill-back reconciliation processes, invoice validation controls, dispute resolution timelines and prepayment governance procedures. Financial processes shall be validated during the mandatory system demonstration.

10.6. Provision of information on technology, management information and reporting

10.6.1. Describe the proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT), or Self-Booking tool (SBT).

10.6.2. Describe how travel consultants' access and book web airfares i.e. non-GDS inventories (low-cost carriers/ consolidators), and hotel web rates.

10.6.3. Describe how you will manage data and management information such as traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellations, traveller behaviour, transaction-level data, etc.

10.6.4. Give actual examples of standard reports that you currently have available. Give an indication if reports can be customised.

- 10.6.5. Provide a description of all technology and reporting products proposed for DBSA.
- 10.6.6. Can the TMC comply with the DBSA's monthly reporting requirement as prescribed by National Treasury?
See Monthly Reporting Template Prescribed by National Treasury Instruction No. 1 of 2024/25. The bidder should demonstrate ability to generate a compliant report.
- 10.6.7. All technology, reporting and integration capabilities described shall be validated during the Mandatory System Demonstration. Failure to demonstrate claimed functionality may result in score adjustment or disqualification.

10.7. Provision of information on account management

- 10.7.1. Provide the proposed account management structure / organogram.
- 10.7.2. Describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service.
- 10.7.3. Describe how queries, requests, changes and cancellations will be handled. What is your mitigation and issue resolution process? Please provide a detailed response indicating performance standards with respect to resolving service issues. Complaint handling procedure must be submitted.
- 10.7.4. What is in place to ensure that the DBSA's travel Policy is enforced.
- 10.7.5. How will you manage the service levels in the SLA and how will you go about doing customer satisfaction surveys?
- 10.7.6. Indicate what workshops/training will be provided to travellers and /or Travel Bookers (End to end training, from creation of trip to payment of travel supplier invoice.).
- 10.7.7. The bidder shall submit measurable service governance indicators including escalation timelines, query resolution targets and performance monitoring mechanisms aligned to SLA requirements.

10.8. Provision of information on cost management

- 10.8.1. Describe your detailed strategic cost savings plan for the contract duration.
- 10.8.2. What items do you target for maximum cost savings results?
- 10.8.3. Describe how you will assist DBSA to realize cost savings on annual travel spend.
- 10.8.4. Provision of information on Quarterly and annual travel reviews
- 10.8.5. Provide a sample of a Quarterly and Annual review used for performance management during the life cycle of the contract.
- 10.8.6. The bidder shall provide historical evidence of realised travel cost savings for comparable clients indicating baseline spend, savings achieved, and methodology applied.

10.9. Provision of information on office management

- 10.9.1. Provide an overview of your back-office processes detailing the degree of automation for air tickets workflow, ground arrangements, and bill back workflow.
- 10.9.2. Describe the roles and responsibilities of assigned staff. Please provide the management hierarchy.
- 10.9.3. Describe the type of training provided to travel agency personnel.
- 10.9.4. Describe the forecasting system employed for staff operations in response to volume changes owing to conferences, project-related volumes, etc.

10.10. Service Standards

- 10.10.1. Outline the service standards that DBSA can expect to receive for the following services:
- Air Travel
 - Vehicle rental
 - Train and Bus Travel
 - Accommodation
 - Conference facilities and arrangements including venue management.
 - Shuttle Services
 - Visa processing
 - 24-Hour Service related to travel and accommodation.
 - Communicating confirmation of bookings/notices to travellers.
- 10.10.2. The outlined service standards shall form part of the contractual Service Level Agreement and shall be monitored in accordance with SLA performance management provisions.

11. SERVICE LEVEL AGREEMENT (SLA)

Service Category	Performance Measure	Target
Booking response time	Confirm bookings	Within 4 hours (business hours)
Accuracy	Ticketing & invoice accuracy	>99% monthly
Emergency assistance	After- hours support availability	24/7/365
System availability	OBT uptime	99.9% excluding scheduled maintenance
Cost efficiency	Achieved savings reporting	Quarterly
Customer satisfaction	Survey results	>85%

Failure to meet SLA targets for two consecutive reporting periods may trigger corrective action including service credits, performance improvement plans or contractual remedies as determined by DBSA.

12. EVALUATION CRITERIA

12.1. Overall Evaluation Structure

Stage	Weight
Mandatory Criteria	Yes/No
Technical Functionality	100
Demonstration	100
Price and BBEE	80/20

Only bidders scoring minimum of 70% in technical will proceed to demonstration stage.

12.2. Administrative and Mandatory Requirements

12.1.1 Administrative Requirements

Requirement	Type	Mandatory/Expected
CIPC, SARS, CSD,	Legal	☒ administrative

12.3. First Stage_ Mandatory criteria

Requirement	Type	Mandatory/Expected
COIDA	Legal	☒ Mandatory
ASATA Membership	Industry	☒ Mandatory/Equivalent industry body
IATA Accreditation	Operational	☒ Mandatory
POPIA Compliance (declaration ,etc. to be submitted as PoE)	Legal	☒ Mandatory
ISO Standards	Quality ISO 9001 Security ISO/IEC 27001	Optional
Insurance (PI/Public/Travel)	Risk	☒ Mandatory
Labour Compliance (EEA reports, etc.)	HR	☒ Preferable based on company size
Proof of 24/7 emergency call centre-Letter dated and signed to be submitted as PoE	Operational	☒ Mandatory

12.4. Second Stage _Functionality/Technical criteria

The threshold of the functionality evaluation criteria is 70 points, however, in addition, the bidder is also required to achieve a minimum score of 15 points for the Technology Platforms and Systems section (Criterion 3) to meet the evaluation criteria threshold.

#	Criteria	Description	Max Points	Scoring Guide	Proof of Evidence (PoE)
1	Industry Experience (Measured via Reference Letters)	Bidders must demonstrate relevant experience by submitting \ 3 signed previous clients reference letters not older than five years. The letters will be reviewed to determine both the number of years of service cumulatively and the number of different clients served .	25	0 = <5 years cumulative across all references 10 = 5 years cumulative across all references 15 = 6–7 years cumulative across all references 20 = 8–9 years cumulative across all references 25 = 10+ years cumulative across all references	3 signed reference letters (on client letterhead), each showing: ✓ Services rendered ✓ Contract duration ✓ Client name & contact details ✓ and/or Level of satisfaction

2	Methodology and Travel Booking and Expense Claim Process	Quality of the bidder's approach to reservations, ticketing, group bookings, and routing for cost-effectiveness and efficiency.	15	0 = Generic / Unclear Approach • Response is vague, lacks structure, and does not address DBSA's specific methodology requirements. • No clear workflows for booking, routing, group travel, emergencies, cash advances, or expense claims. • No tailoring to DBSA, no innovation, no digital integration. 5 = Adequate (Covers Key Points, Missing >1 Element) • Provides a basic methodology covering some required elements (e.g., booking flow, emergency procedures). • Lacks detail in multiple areas such as routing logic, group travel, or expense claim process. • Approach is functional but generic, not tailored to DBSA's context. • Limited or no mention of innovation or digital workflows. 10 = Detailed (Aligns with DBSA Needs, Missing 1 Element)	The bidder is required to provide a detailed Methodology plan.
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				• Provides a structured, step-by-step methodology covering most required elements. • Clear explanation of booking flow, routing & savings logic, group travel, emergency procedures, cash advances, and expense claims. • Tailored to DBSA's operational needs and policies. • Demonstrates efficiency and compliance but missing one required element (e.g., digital workflows or innovation).	
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				15 = Tailored, Innovative, Digital (All Elements Included) • Comprehensive methodology covering all required elements: ✓ Booking flow ✓ Routing & savings logic ✓ Group travel ✓ Emergency procedures ✓ Cash advance capability ✓ Expense claim process ✓ Digital workflows • Fully tailored to DBSA's needs, with clear alignment to organizational policies and priorities. • Incorporates innovation (AI-driven routing, predictive analytics, mobile apps, dashboards). • Demonstrates transparency, measurable savings, and traveller satisfaction. • Provides digital workflow integration for approvals, expense management, and reporting.	
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3	Technology Platforms and Systems	The systems/tools bidders use for booking, managing travel, reporting, and support. Focus on automation, security, analytics, and integration.	20	0 = No tech capabilities or No system or only manual/email-based processes 8 = Basic online tool for bookings only; no real-time reporting or user portal 15 = User Friendly Online system with user access and reporting; limited integration or security or analytics 20 = User Friendly Full-featured platform with: • Self-service portal • Real-time data/reporting • Security features • Integration with policies/workflows	Case study (as Appendix A): including: • Screenshots or brochures of platform and • Sample reports or dashboard. • Information security certifications (e.g., POPIA, ISO27001) • Booking system workflow diagram
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4	Capacity & Team Structure	Skills, size, and readiness of the team assigned to manage DBSA's account. A minimum of three (3) team members (i.e., travel consultant and reservation support, including the Account Manager), is required. The score for the team members will be calculated as the average score of all the proposed team members. The bidder shall indicate the dedicated resource allocation for DBSA account.	15	15 points =A compact team comprising up to three (3) experts in corporate and leisure travel management, AND i. A designated Team Leader/ Account Manager with at least over ten (10) years' relevant experience in corporate and leisure travel management (i.e. acted as Account Manager for key corporate clients, managing relationships, handling escalations, and ensuring client satisfaction and etc). AND ii. Each team member possesses at least (8-10) years' relevant experience in corporate and leisure travel management. 10 points = A compact team comprising up to three (3) experts. i. A designated Team Leader/ Account Manager with at least 8-10 years'	Organogram or team structure diagram CVs of key personnel with relevant roles and relevant experience in corporate and leisure travel management (e.g., Travel Consultant, Reservations Agent, Account Manager) Confirmation of availability (signed statement or letter) Experience matrix summarizing roles, years of relevant experience in corporate and leisure travel management, and past clients. Backup/support structure or after-hours contact plan
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relevant experience in corporate and leisure travel management (i.e. acted as Account Manager for key corporate clients, managing relationships, handling escalations, and ensuring client satisfaction and etc)

AND

ii. Each team member possesses at least 5-7 years' relevant experience in corporate and leisure travel management.

			8 points = A compact team comprising up to three (3) experts. i. A designated Team Leader/ Account Manager with at least 6-7 years' relevant experience in corporate and leisure travel management (i.e. acted as Account Manager for key corporate clients, managing relationships, handling escalations, and ensuring client satisfaction and etc). AND ii. Each team member possesses at least 4-5 years' relevant experience in corporate and leisure travel management. 0 points = Failure to meet all the requirements.	
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5	Turnaround Time & Responsiveness	Bidder's preparedness for handling travel disruptions such as missed flights, booking failures, strikes, emergencies, or IT system downtimes. Ability to confirm bookings, issue tickets, respond to emergencies, and manage changes promptly.	15	15 = High responsiveness: • Same-day ticketing and changes • 24/7 emergency support line • Real-time booking status updates or system alerts • Tiered escalation with contact roles 10 = Responsive setup: • Booking confirmations within 24 hours • Support within 12–24 hours for changes • Some form of after-hours/emergency access 5 = Standard response times only: • 48 hours for booking confirmations • Office-hours only support • No emergency protocol 0 = No turnaround times provided or vague commitments	• Escalation chart and contacts (can be part of SLA). (as Appendix B)
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6	Risk Mitigation & Contingency Plans	Plans for: • Traveller risk • Financial risk • Data security risk • Operational risk	10	10 = Full risk and backup plan submitted • All major risks addressed: ✓ Missed/cancelled flights ✓ IT/system failures ✓ Staff unavailability ✓ Strikes/unrest ✓ Traveller safety • Includes: roles, contacts, communication protocols, timelines • Includes evidence such as emergency contact card, tested protocol, client case examples or training logs 5 = Partial mitigation • Only some risk types are covered (e.g., missed flights but not IT/system downtime) • Roles and responsibilities for crisis response are unclear or missing • No clear escalation path or communication plan • Lacks supporting evidence like	Risk mitigation plan or policy document, Emergency protocol template as (Appendix C)
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			templates, contacts, timelines • No client-tested examples or past success shown	
			0= No plan or formal document submitted • No specific risks addressed • Only generic mention (e.g., "we manage risks as they arise") • No evidence of structured processes or responsibility	
	Min. Threshold		70%	
	Max Points		100%	

12.5. Third stage_ Mandatory System & System Demonstration

Only bidders who achieve 70% threshold in Technical Functionality evaluation will be invited to participate in a live demonstration session. Failure to attend or successfully complete the demonstration will result in disqualification.

The demonstration will be conducted in person or virtually as determined by DBSA.

Bidders must achieve minimum of 90 Points in demonstration to proceed to price and BBBEE evaluation. Pre-recorded demonstrations will not be permitted.

Criteria	Description	Max Points
<u>Demonstration/Presentation evaluation</u>		100
The bidder should demonstrate how the system addresses travel booking and expense as per the proposed methodology within this TOR and must cover the comprehensive end-to-end travel and expense management lifecycle. • Demonstrates approval workflows, policy enforcement, expenditure controls, reporting, and analytics OR explain how DBSA requirements will be met. • Demonstrates the ability to flag fruitless and wasteful expenditure through configurable rules and controls. • Shows robust security features that prevent unauthorized access, data leakage, unique session, timeouts and misuse. • Demonstrates device independence across desktops, laptops, tablets, and mobile devices. • Clearly illustrates how the proposed methodology, implementation approach, and operational processes will be supported by the solution. • Detail incident management response and risk management framework. • Bidders should note that questions may be posed during the demonstration, and they will be required to provide clarification on any aspects of their solution when requested		
Employee Self Service	Travel request	
	Search for local travel (flights, accommodation, car hire)	1
	Search for overseas travel (flights)	1
	Booking capability without Bidder assistance	1
	Amend booking (flights, accommodation, car hire)	1
	Cancel booking	1
	Add new travel expense items to booking (daily allowance, visa, personal car mileage, etc.)	1
	Issuing tickets, etc. via email, WhatsApp	1

	Viewing of itinerary by traveler	1
	Add cash advance request to travel request (different currencies). Source of exchange rate used?	1
	Daily allowance configured for SARS rates	1
	Source of exchange rate used for non-ZAR expenses	1
	System can cater for other expenses (public transport, visa, etc.)	1
	Ability to attach supporting documentation, e.g., memo, invite, conference agenda, etc.	1
	Track travel request	1
	Travel request reflects missed savings	1
	Employee to motivate reason for missed savings	1
	Expense Claim	
	Expense claim captured with supporting documentation	2
	Recalling and amending expense claim	2
	Daily allowance configured for SARS rates and usage of currency other than ZAR.	2
	Usage of cash advance in expense claim against expenses with same currency	1
	How is cash advance balance settled when employees' expenses in cash advance currency and cash advanced returned is less than the cash advance issued.	1
	Track expense claim	2
Approvers self service	Local travel - Approval up to manager	2
	Africa travel - Approval up to group executive*	2
	International Travel - approval up to CEO*	2
	Expense claim routed on to employee manager.	2
	Ability to configure systems to allow for independent approval flows in respect of entities where DBSA function as an agent for.	2
	Approver has ability to approve / reject or send items back to employee	2

	Approver has ability to view all past travel requests and claims that have been actioned by him/her or on behalf of him/her	1
	<i>* - DBSA understands that the system may not currently cater for the above approval level, bidder to describe how the above can be achieved, and the data required from DBSA to achieve such.</i>	
Other admin	Ability for administrator to delegate when users are out of office	1
	Ability for the system to escalate requests or claims if manager does not action with a predefined period	1
	Ability to book travel for other users (also as a permanent basis where someone acts as a proxy on behalf of another)	1
	Administrator to be able to amend workflow, assign delegate, etc.	1
Back office	Describe how payment to third parties will be maintained (i.e., for airfare, accommodation, car hire etc.);	1
	Ordering forex. Requirements and documentation provided to and by DBSA	1
	Finance to enter the cash advance exchange rate before posting to ERP	1
	Approval of cash advance by finance administrators	1
	Approval of expense claim by finance administrators	1
	Flat file of all transactions booked against DBSA corporate credit card. Describe capability to configure and provide in format as determined by DBSA	1
	Ability for finance to submit and issue a cash advance for an employee	1
Bidders support for bookings	Overseas Travel (Accommodation, etc.)	2
	Assistance with visa application	1
	Describe how travel for non-DBSA employees will be managed	2
	To source local and international venues that meet DBSA's specific requirements in terms of capacity, location, amenities, and budget.	2

	Plan, arrange, book, and amend conference requirements with any hotel group, private hotel, or other available establishment.	1
	Booking for venue finding with logistics	1
	Booking prizes for employees (leisure packages)	1
	Shuttle services plan, arrange, book, and amend as per DBSA's request.	1
Integration	Cash advance integration to SAP - describe integration	2
	Employee expense claim integration to ERP described	2
	Describe how you expect to receive master data from DBSA including, but not limited to, employee information, hierarchy, approval levels (for Africa and International Trips)	2
	The tool must have the ability to monitor and integrate security logs with SIEM technology. Please specify the name of the SIEM technology being used.	2
	Provide documentation on your integration strategy and how data will be transferred	2
Information and security	The online booking tool shall be provided as a cloud hosted SAAS solution.	2
	The service provider to describe how DBSA data is maintained and governed. Residency of DBSA data must also be provided	2
	Protocols implemented to protect information assets from loss or unintended disclosure, and resources from unauthorized and intended use	2
	Protocols that ensure that data is encrypted at rest and in transit using Transport Layer Security (TLS) and Secure Sockets Layer (SSL) where sensitive data is transmitted. The tool must support the latest TLS encryption protocol, TLS 1.3 OR TLS 1.2, and should also support cipher strength above 3DES, and SHA256 or above hashing algorithm.	2
	Identity and Access Management	
	Categories users according to roles and responsibilities and assigned access rights according to their categories.	2

	Enforcement of permitted capabilities for a person or entity whose identity has been established.	2
	Supports capabilities such as user authentication, two-factor authorization, single sign on and role-based access.	2
	Authentication and Single-sign-on	
	Must support single sign-on using protocols like SAML and authenticate using DBSA approved authentication system.	2
Reports	Sample of report that bidder can provide DBSA for all travel	1
	Ability to provide ESG reporting requirements for travel	1
	Ability to develop custom reports	1
Finance requirements	Ability to flag a trip as fruitless and wasteful expenditure e.g. no shows	1
	Adherence to National Treasury Regulations, notices and instructions	1
	Approve travel and expense requests	1
	Report on travel and expense requests	1
	Track expenditure on specific cost centers	1
Support	Bidder to have 24-hours support available via telephone, WhatsApp or email	1
Other	Solution must be device independent and can be operated on various computers, operating systems and smart devices in the present and future without any restricted access or implementation complexities.	1
	Ability of Bidder to communicate with travelers via emails, SMS's and via WhatsApp	1
	Describe how you will manage travel disruptions such as missed flights, booking failures, strikes, emergencies, IT system downtimes. (Ability to confirm bookings, issue tickets, respond to emergencies, and manage changes promptly during crisis). Include Escalation chart and contacts and risk mitigation plan or emergency protocol plan / template.	1

Questions and Answers	Satisfactory Clarity provided (1 points)	1
	Unsatisfactory clarity provided (0)	
Minimum Points (Threshold)		90
Maximum Points		100

12.6. Fourth Stage – price

12.6.1 Those Bidders which have passed the First Stage (Responsiveness Test) and Second Stage (Functionality Evaluation) and Mandatory System Demonstration and presentation of the tender process will be eligible to be evaluated on the fourth Stage, based on price, in accordance with the PPPFA regulations.

12.6.2 The recommended preferred Bidder will be the Bidder with the lowest overall price in the fourth Stage of the Bid evaluation, unless the DBSA exercises its right to cancel the RFP, in line with the PPPFA Regulations.

13. CONTRACT DURATION

The contract shall be for a period of five (5) years from the date of commencement.

14. CONTRACT TERMINATION

Upon termination, the TMC agrees that:

- Full data should be done within 30 days.
- Assistance during transition to new TMC
- No additional cost for handover
- System access retention for 60 days.

Annexure A_Pricing Schedule (attached Separately**)**

Bidders are required to complete, as annexure A and to provide a detailed Pricing.

BIDDER'S DISCLOSURE**1. PURPOSE OF THE FORM**

- 1.1 Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa, 1996 (Constitution), and further expressed in the various applicable legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2 If a person is listed in the Register for Tender Defaulters and/or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. DECLARATION ON EMPLOYMENT BY ORGAN OF STATE

- 2.1 Is the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder employed by an organ of state, as defined in section 239 of the Constitution? **YES/NO**
- 2.2 If YES, furnish particulars of the names, individual identity numbers, in the table below:

Full Name	Identity Number	Name of organ of state

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2.3 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.3.1 If so, furnish particulars:

.....

.....

.....

2.4 Does the bidder or any of its directors/trustees/shareholders members/partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise, whether or not they are bidding for this contract? **YES/NO**

2.4.1 If so, indicate all companies registered in the CSD in the table below:

Supplier registration number (MAAA)	Status (active/inactive/deleted)

Failure to disclose all CSD-registered active companies linked to all Directors will lead to disqualification.

3 GENERAL DECLARATION

I,, the undersigned, in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure.

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found to be false.

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.

- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act, 1998 (Act No. 89 of 1998) and or may be referred to law enforcement agencies for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) or any other applicable legislation.

I CERTIFY THAT THE ABOVE IS CORRECT.

I ACCEPT THAT THE PROCURING INSTITUTION MAY REJECT THE BID OR TAKE APPROPRIATE ACTION AGAINST ME IF THIS DECLARATION IS FALSE.

.....

Signature

Date

.....

Designation

.....

Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- 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 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the **80/20** preference point system.
- b) The **80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals (namely, BBBEE status level of contributor).

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
PREFERENCE POINTS	20
Total points for Price and Preference Points	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

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

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

$$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

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

80/20

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
1	10	20		
2	9	18		
3	6	14		
4	5	12		
5	4	8		
6	3	6		
7	2	4		
8	1	2		
Non-compliant contributor	0	0		

(Note: Bidders are required to submit their BBBEE certificates or sworn affidavits (in the case of EMEs/QSEs) in order to be eligible to claim points)

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I 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 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering 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 cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted 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, if deemed necessary.

SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:.....

ADDRESS:.....

.....

.....

RESTRICTED SUPPLIERS

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

Item	Question	Yes	No
4.1	Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied). The Database of Restricted Suppliers now resides on the National Treasury's website (www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.	Yes ☐	No ☐
4.1.1	If so, furnish particulars:		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.	Yes ☐	No ☐
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes ☐	No ☐
4.3.1	If so, furnish particulars:		
4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes ☐	No ☐
4.4.1	If so, furnish particulars:		

Annexure D

Bidders are required to include, as Annexure D to their Bids, certified copies of all relevant CIPC registration documents listing all members with percentages, in the case of a close corporation

Annexure E

Bidders are required, as annexure E to their Bids, to submit certified copies of the latest share certificates of all relevant companies

Annexure F

Bidders which submit Bids as an unincorporated joint venture, consortium or other association of persons are required to submit, as Annexure F, a breakdown of how the percentage (%) fees and work will be split between the various people or entities which constitute the Bidder.

Annexure G

Bidders are required to include, as Annexure G to their Bids, supporting documents to their responses to the Pre- Qualifying Criteria and Evaluation Criteria.

Where the supporting document is the profile of a member of the Bidder's proposed team, this should be indicated.

Annexure H

[General Conditions of Contract]

PLEASE NOTE THAT ALL BIDDERS ARE REQUIRED TO READ THROUGH THE GENERAL CONDITIONS OF CONTRACT PRESCRIBED BY THE NATIONAL TREASURY. SUCH GENERAL CONDITIONS OF CONTRACT CAN BE ACCESSED ON THE NATIONAL TREASURY WEBSITE.

PLEASE NOTE FURTHER THAT ALL BIDDERS MUST ENSURE THAT THEY ARE WELL ACQUAINTED WITH THE RIGHTS AND OBLIGATIONS OF ALL PARTIES INVOLVED IN DOING BUSINESS WITH GOVERNMENT.

NOTE: All Bidders are required to confirm (*Tick applicable box*) below:

Item	YES	NO
Is the Bidder familiar with the General Conditions of Contract prescribed by the National Treasury?		

Annexure I

Tax Compliant Status and CSD Registration Requirements

ALL PROSPECTIVE BIDDERS MUST HAVE A TAX COMPLIANT STATUS EITHER ON THE CENTRAL SUPPLIER DATABASE (CSD) OF THE NATIONAL TREASURY OR SARS E FILING PRIOR TO APPOINTMENT/AWARD OF THE BID.

REGISTRATION ON THE CSD SITE OF THE NATIONAL TREASURY IS A COMPULSORY REQUIREMENT FOR A BIDDER TO BE APPOINTED, TO CONDUCT BUSINESS WITH THE DBSA. THE ONUS IS ON THE SUCCESSFUL BIDDER TO REGISTER ON THE CSD SITE AND PROVIDE PROOF OF SUCH REGISTRATION PRIOR TO APPOINTMENT/AWARD OF THE BID.

CSD Registration Number:



The Development Bank of Southern Africa has a Zero Tolerance on Fraud and Corruption. Report any incidents of Fraud and Corruption to Whistle Blowers on any of the following:

TollFree : 0800 20 49 33
Email : dbsa@whistleblowing.co.za
Free Post : Free Post KZN 665 | Musgrave | 4062
SMS : 33490