**BRIEFING SESSION QUESTIONS AND ANSWERS**

**RFP 16/2018 Provision of Travel Management and Related Services**

**Briefing date : 13 March 2018**

**Briefing time : 14H00**

**Briefing venue : Brooklyn, Brooklyn Bridge, Linton House, Auditorium**

**Last updated : 15 March 2018**

**Next Q&A will be uploaded on the 19 March 2018**

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| **#** | **QUESTION** | **SARS RESPONSE** |
| 1 | If we are a small travel management consultant company with no IATA accreditation but book our airline tickets through a company that is IATA accredited, can we submit their IATA certificate as part of our bid proposal? | In order to submit another companies IATA accreditation certificate, the bidder must submit a signed joint venture/ consortium agreement as evidence of a formal relationship between the two companies. |
| 2 | When answering the RFP document - must we answer the scope of work section on page 10 onwards as well as the technical scorecard? If so, must this be done separately or do we only answer the technical scorecard? | Refer to point **paragraph 10. Instruction to Bidders** of the main RFP document on how to package and submit their proposals. Bidders must refer to **paragraph 13** (Annexures A1) for technical responses. |
| 3 | Regarding annexure A2, do bidders have to print and fill-in manually or type on the soft copy? | Bidders can furnish the form in both ways. |
| 4 | What will be the duration of the contract for this tender? | Refer to **paragraph 12.2. Duration of Contract** of the main RFP document. |
| 5 | Should bidders initial all their submitted documents and if so, which part of the document should be initialled? | This is not specified anywhere in the main RFP that all documents be initialled. However, where applicable, a number of documents do indicate that bidders must initial, signed and return the documents to SARS with their bid submission. |
| 6 | Do VIP costs form part of the management fee or should bidders cost them under the ad-hoc template? | The VIP costs should be quoted as part of the management fee. Refer to **paragraph 9.3.1.7.** of the main RFP document.  Please note that adhoc (after hours support) should not be included in the monthly flat management fee. The cost for adhoc will be billed separately as and when the services are rendered. |
| 7 | Pricing Schedule – error in the application of VAT. | Please note that there was an error in the formulae which based the VAT at 14% instead of 15% in column D of the pricing schedule on the Management fee tab.  The correct version of the pricing schedule has been uploaded as version (v2). |
| 8 | Can bidders counter propose the number of resources for the Travel Management Office as outlined in the pricing schedule? | Bidders must adhere to the requirements as outlined in the pricing schedule on the number of resources for operational and finance support services and onsite/offsite support staff. |
| 9 | Please clarify the billing for Adhoc – After hours support services. | Please note that the billing for after-hours support services does not form part of the monthly management fee. The billing for after-hours support services will be on separate invoice from the monthly management fee. |
| 10 | When will the Draft Service Level Agreement be uploaded? | The draft Service Level Agreement was uploaded on the website on 15 March. |
| 11 | Will site inspection be conducted? | Refer to **paragraph 12.4 (d)** |