



THE BIDDER

TENDER NO. : IRBA001/2019/RFT
CLOSING DATE : 23 APRIL 2019 AT 12:00
VALIDITY PERIOD : 120 DAYS (CALCULATED FROM CLOSING DATE)

BID DESCRIPTION : APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE VEHICLE RENTAL SERVICES

1. Bidders are invited to submit their proposals for the supply of the abovementioned services, according to the attached Terms of Reference and conditions, as outlined in the tender document.
2. This bid is subject to the General Conditions of Contract (GCC) and, where applicable, any other special conditions of contract.
3. Kindly note that the bid offers should be submitted as follows:
 - **Via hand delivery** and they should be deposited in the tender box on the Ground Floor of Building 2, Greenstone Hill Office Park, Emerald Boulevard, Modderfontein, 1609.
4. No bids forwarded via email will be considered.
5. No late bids will be accepted.

DIRECTOR: OPERATIONS

DATE:

TERMS OF REFERENCE

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE VEHICLE RENTAL SERVICES TO THE IRBA

The Independent Regulatory Board for Auditors (IRBA) invites tender submissions for the provision of vehicle rental services, from suitably qualified and experienced Travel Management Companies (TMC) for a period of one (1) year, with the option to extend for a further three (3) years, based on satisfactory service delivery. If the successful service provider do not comply to inherent service requirements, the contract shall not be renewed.

1. BACKGROUND

The IRBA currently utilises an online system to manage the travel requisition and travel expense processes within the travel management lifecycle. The vehicle rental requisition process is an automated process whereby the travel requisition is captured online, and the IRBA can select the cheapest quotation through the system.

IRBA employees travel on a regular basis, whereby vehicle rental services are required from reputable, well established and reliable service providers for the hiring of vehicles, as and when required in the most cost-effective and convenient manner as possible.

2. SCOPE OF THE WORK

The selected service providers must provide vehicle rental services to the IRBA on an as and when needed basis. Service providers must plan, arrange and amend vehicle hire bookings in line with the IRBA's travel policy.

Interested service providers must fulfil the following obligations in terms of IRBA requirements:

Requirements of Vehicles:

The vehicles provided to the IRBA must be in excellent condition and not older than four (4) years. Service providers are requested to include a list of vehicles available with the company including vehicle model/make and accident reports as part of the technical proposal.

Vehicles provided must be duly registered, roadworthy and roadside assistance must be included for all bookings.

Full tanks of fuel must be provided with every vehicle hire, with the option to fill up vehicles should this be a requirement.

Service Providers must give an indication of their available fleet, and whether network companies are available in remote areas to ensure continuity of services.

Replacement of Vehicle in Case of Breakdown:

In the event where a vehicle breaks down, is involved in an accident, and no longer safe to drive, and or has mechanical/electrical issues the service provider must arrange for its immediate replacement and roadside assistance to the driver.

Tariffs / Discount Adjustments:

The successful service provider must provide three months notice of impending tariff adjustments and continuously negotiate lower tariffs to ensure cost effectiveness.

Priority services

The travellers of the IRBA should be provided with priority services as a standard to ensure that the collection and return of vehicles are seamless, and convenient.

2.1 Price information Vehicle Rental Volumes

The current total volumes per annum of the IRBA for vehicle hire, as detailed below according to the number of transactions for the last 12 months as follows:

Service Category	Estimated Number of Transactions per annum
Number of hires Categories A and B	90
Number of billed days	265
Total kilometres	17 000

Note: These figures are projections based on the current trends and may change during the tenure of the contract. The figures are meant for illustration purposes to assist the TMC to prepare their detailed costing and proposal.

The prices per vehicle should exclude insurance cover on the vehicle.

Insurance cover for vehicles should be separately disclosed as an optional extra.

Excess fees payable for car accidents must be disclosed, including terms and conditions.

3. RESPONSIBILITIES OF VEHICLE HIRE COMPANIES

The successful vehicle rental company will be responsible for the following:

- Bookings for vehicle hire through an online booking system.
- Confirmation of bookings via email and/or sms must be provided to travellers.
- After hour services must be available to travellers, especially in the event of an accident/breakdown.
- The traveller must receive the relevant vehicle hire documentation before taking receipt of the vehicle.
- A vehicle inspection must be conducted with the traveller on receipt and return of the vehicle.
- Ensure confidentiality of information in respect of vehicle hire travellers.
- Monthly submission of travel report. Information to be reflected as follows:
 - i. Details of traveller

- ii. Rental Office
- iii. Transaction costs
- iv. Type of vehicle
- Communication must be sent to travellers relating to road or traffic incidents, involving strikes, indabas, etc which could affect and impact the traveller.

4. FINANCIAL RECORDS

The successful vehicle rental company will be responsible for the following:

- Invoices must be provided to the IRBA within three (3) business days after the vehicle has been returned.
- The invoice must contain the following minimum information:
 - Vehicle rental cost
 - E-tolls
 - Refuelling
 - Rental agreement cost
 - Damages and accidents costs
 - Insurance cost if applicable
 - Rental Period
- A dedicated key account manager should be assigned to the IRBA for dispute and query resolutions. A dispute resolution procedure must be included in the technical proposal .All matters should be resolved within seven (7) business days.

5. PROPOSAL SUBMISSION REQUIREMENTS

Service providers are requested to submit proposals that consist of the following sections:

Section A – Company Overview

Description of organisation

Present an overview of the company, including the organisation’s core business, an organisational chart indicating the ownership structure of the company and a brief history of the company.

In the event of sub-contracting, service providers are requested to clearly indicate the portion that will be outsourced to the sub-contracted company. The project team and a description of the services that will be sub-contracted must be outlined in the proposal, as the information will be evaluated. This requirement applies to joint-ventures as well as sub-contracting proposal submissions.

Services expertise and capacity

Present your company’s approach to deliver the required services as outlined in this document.

Interested TMC’s are required to provide extensive information to demonstrate their capabilities and experience regarding the requested services.

Interested Service Providers must provide specific information relating to the company's in-house capabilities.

Demonstrate staff capacity and expertise in the provision of the service requirements. Outline the structure of the business, including roles, and clearly indicate which roles will be involved with the vehicle rental bookings.

Continuity of service

Describe fully your organisation's approach to backing up the support of the proposed services, and the succession planning in terms thereof in the event of unexpected staff losses or other events that may materially affect the provision of the relevant services to the IRBA.

A high-level project plan must be included, indicating timelines, response time to bookings and vehicle rental requests, responsibilities, and allocation of resources.

Section B – Experience and Composition of the Team

Submit an organisational chart identifying key personnel for the effective management of travel bookings and requests.

Service providers are required to submit:

- A curriculum vitae of the proposed Vehicle Rental Management team responsible for the IRBA account, and a list of clients for this team.
- An indication of the company's experience relative to the required services.

Section C – Methodology

This section should present the company's approach to satisfy and deliver the required services as outlined in this document. The methodology should focus on and deliberate the company's service offerings and customer services approach to execute and deliver vehicle rental services.

Section D – Track Record and References

Interested TMC's are required to provide at least three (3) written contactable client references to which similar services have been provided, as well as a list of clients outlining the success rate and track record of the TMC.

6. EVALUATION AND ADJUDICATION OF THE PRICE QUOTATIONS

Phase 1: Technical Evaluation

Price quotations will be subjected to responsiveness criteria to determine which RFQ responses are compliant or non-compliant with the RFQ specifications and requirements issued by the IRBA as part of the RFQ process.

Thereafter, responsive price quotations will be evaluated against the criteria and weights for functionality as depicted in the table below:

1 – POOR 2 – FAIR 3 – AVERAGE 4 – GOOD 5 – EXCELLENT

Criteria: Functionality	Information Required	Weight
Service Provider's relevant capability and capacity to render the services required	Section A	30
Service Provider's relevant experience in relation to the required services	Section B	20
Proposal methodology that is aligned to the specifications requirements and/extent of services to be rendered	Section C	30
Track record and references	Section D	20
Total		100
Minimum Threshold	75 points	

Price quotations that score less than **75** points for functionality will be eliminated from further consideration.

Phase 2

The service providers that qualify in Phase 1 will be evaluated in terms of the 80/20 preference points system, where the 80 points will be used for rating pricing and the 20 points will be awarded to the TMC for being a B-BBEE status level contributor in accordance with their BEE Certificate/Affidavit document.

7. COMPULSORY DOCUMENTATION TO BE SUBMITTED

- 7.1. Bidders must comply with the minimum conditions below, if they would like their bids to be evaluated on functionality. Failure to submit or comply will render the bids noncompliant.
- 7.2. The bidder is required to complete and submit **all** Standard Bid Documents (SBD), failing which his/her bid will be disqualified. The standard bid documents are as follows:
 - SBD 1: Invitation to Bid.
 - SBD 3.3: Pricing Schedule (only fixed pricing will be accepted).
 - SBD 4: Declaration of Interests Form.
 - SBD 6.1: Preference Points Claim Form in terms of PPPFA, 2017.
 - SBD 8: Abuse of Supply Chain Management System.
 - SBD 9: Certificate of Independent Bid Determination.
 - Certified copy of the company/individual's BEE Certificate.
 - Company proposal (the evaluation will be based on the information as outlined and contained in the document).
- 7.3. **National Treasury – Central Supplier Database:** Suppliers must submit confirmation of the company or individual registration on the Central Supplier Database (CSD). The IRBA will not award any bid to a supplier that is not registered as a prospective supplier on the CSD, as

required in terms of National Treasury Circular No. 3 of 2015/2016 and National Treasury SCM Instruction Note 4 of 2016/2017. The CSD registration requirement applies to all companies/individuals, including joint ventures and sub-contracted companies.

- 7.4. **VAT:** Bidders must submit bids that are **inclusive of VAT** (if applicable) with their proposals.
- 7.5. **GCC:** The General Conditions of Contract will be applicable to all tenders, and these are available on the IRBA website.

8. DISCLAIMER

- 8.1. Bidders must make and rely on their own investigations and satisfy themselves as to the correctness of any and all aspects of the bid. The IRBA will not be liable for any incorrect or potentially misleading information in relation to any part of this document and any accompanying bid documents.
- 8.2. The IRBA reserves the right to not appoint any particular contracted partner that does not comply with the conditions of this bid, or if information that could put the IRBA at risk is obtained by the IRBA about a bidder.
- 8.3. The IRBA reserves the right to cancel this bid should the budget to cover the full quote of this tender not be available at the time of awarding the bid or if the need does not exist anymore or the specifications have changed.

9. ABSENCE OF OBLIGATION

- 9.1. No legal or other obligation shall arise between bidders and the IRBA, unless and until the formal appointment documentation has been signed. The IRBA is not obliged to proceed with any bidder's proposals. The IRBA reserves the right to request changes to any proposed consortia.

10. DURATION OF CONTRACT

- 10.1. The contract is for a four-year period.
- 10.2. A Service Level Agreement will be entered into between the successful Service Provider and the IRBA to manage and track the quality of services to be rendered.

11. CANCELLATION OF CONTRACT

- 11.1. If the IRBA is satisfied that any person (including an employee, partner, director or shareholder of the tenderer or a person acting on behalf of or with the knowledge of the tenderer), firm or company:
 - Is executing a contract with the IRBA unsatisfactorily;
 - Has, in any manner, been involved in a corrupt act or offered a gift or remuneration to any officer or employee of the IRBA in connection with obtaining or executing a contract;
 - Has acted in bad faith, in a fraudulent manner or committed an offence in obtaining or executing a contract;
 - Has, in any manner, influenced or attempted to influence the awarding of the IRBA's bid;
 - Has, when advised that his tender has been accepted, given notice of his inability to execute

or sign the contract or to furnish any security required;

- Has engaged in any anti-competitive behaviour, including having entered into any agreement or arrangement, whether legally binding or not, with any other person, firm or company to refrain from tendering for this contract, or relating to the tender price to be submitted by either party; and/or
- Has disclosed to any other person any information relating to this bid, except where disclosure in confidence was necessary to obtain quotations required for the preparation of the tender; the IRBA may, in addition to any other legal recourse which it may have, cancel the contract between the IRBA and such a person and/or resolve that no tender from such a person will be favourably considered for a specified period.

11.2 If the IRBA is satisfied that any person is or was a shareholder or a director of a firm or company, which in terms of paragraph 11.1 is one from which no tender will be favourably considered for a specified period, the IRBA may also decide that no tender from such a person, firm or company shall be favourably considered for a specified period.

11.3 Any restriction imposed upon any person shall apply to any other person with which such a person is actively associated.

11.4 The IRBA reserves the right to unilaterally terminate the contract with the successful Service Provider with a notice of one month, in the event of circumstances beyond its control and that render continuation with the contract undesirable or unnecessary, without compensation to the Service Provider.

12. CONTRACTUAL ASPECTS

12.1. The contents of this document shall be deemed to constitute the Special Conditions of Contract applicable to this bid, and shall be read together with the General Conditions of Contract issued in accordance with Chapter 16A of the Treasury Regulations.

12.2. Where, however, the Special Conditions of Contract conflict with the General Conditions of Contract, the Special Conditions of Contract shall prevail.

12.3. The bid document submitted by the successful service provider, together with the specifications contained in this document, shall constitute part of the Contract.

12.4. Bidders shall not perform any work or render any services in terms of the contract unless they are in receipt of a written instruction to that effect from the IRBA.

12.5. The successful bidder may not assign his/her own obligations.

12.6. The successful bidder must advise the IRBA immediately when it seems like unforeseeable circumstances will adversely affect the execution of the contract. Full particulars of such circumstances as well as the period of delay must be furnished to the IRBA, including project team changes that may affect the quality of the service.

13. TENDER SUBMISSION REQUIREMENTS

13.1. The IRBA requires three tender submissions in the following order: **one (1) original document** of the complete bid documentation supporting the criteria as stated above. The IRBA reserves the right to make additional copies, as required, for evaluation purposes.

13.2. Completed documents must be sealed, clearly marked and submitted with the correct reference

and tender number.

13.3. Enclosed documents must be deposited in the tender box situated at the reception area of the IRBA building on or before the closing date and time.

14. PRICING SCHEDULE

10.1 Bidders are requested to provide the pricing schedules for the product, as detailed in the SBD 3.3 document.

10.2 For ease of evaluation, the pricing schedule must be submitted in an envelope that is separately sealed from the technical proposal. The pricing schedule must also be submitted in the format as set out in the SBD3.3 form and must be **clearly marked**.

10.3 The IRBA will not be responsible for expenses incurred by the successful service provider for operational and/or other requirements to render the services.

15. OTHER

Enquiries may be directed as follows:

Bid Enquiries

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