



SOUTH AFRICAN TOURISM

Tender NO SAT 322/25 UK and

Ireland TMC

Notes for Bid Clarification

QUESTION	ANSWER																																								
➤ Fees have been requested to be priced in Euros (€). Will these need to be charged in Euros or will it be UK Pounds (£) in the UK. ➤ Please can I confirm if 30 days payment from invoice is required (or if twice monthly payment would be acceptable)	➤ Upon review, we confirm that the pricing schedule (Annexure H) reflects the Euro (€) symbol, which is inconsistent with the intended currency for this tender. To formally rectify this and ensure fairness and consistency for all bidders, we will be issuing an official addendum clarifying the applicable currency. ➤ The addendum will confirm that pricing must be completed in Great British Pounds (GBP - £) and will be accessible on our website.																																								
Regarding point ii. are these SA hours or UK hours time zone? 4.1.3.7. After Hours and Emergency Services I. A dedicated consultant/s must be available to assist VIP/Executive Travellers with after ho or emergency assistance. II. After hours' services must be provided from Monday to Friday outside the official hours (17h to 09h00) and twenty-four (24) hours on weekends and Public Holidays. III. A call centre facility or after hours contact number should be available to all travellers so th when required, unexpected changes to travel plans can be made and emergency bookings a tended to. IV. The TMC must have a standard operating procedure for managing after hours and emergen services. This must include purchase order generation of the request within 24 business hour 4.4. on part A says we must quote in GBP 4.4 VAT, DUTIES AND OTHER TAXES - Prices must be quoted inclusive of VAT/GST and all other relevant taxes and duties (where appli should be shown separately. - The full price under this tender must be quoted in GBP. Any other currency will not be evaluate tender But pricing annexure is in EURO 1.1 TRANSACTION FEES <table><tr><th colspan="2"></th><th colspan="2">TRADITIONAL</th></tr><tr><th>ITEM</th><th>Transaction Type</th><th>Estimated Volume</th><th>Unit Price (incl VAT)</th></tr><tr><td>1</td><td>Air Travel – International</td><td>60</td><td>€ (</td></tr><tr><td>2</td><td>Air Travel – Regional</td><td>0</td><td>€ (</td></tr><tr><td>3</td><td>Air Travel – Domestic</td><td>100</td><td>€ (</td></tr><tr><td>4</td><td>Air Travel – International (Re-issue)</td><td>5</td><td>€ (</td></tr><tr><td>5</td><td>Air Travel – Regional (Re-issue)</td><td>5</td><td>€ (</td></tr><tr><td>6</td><td>Air Travel – Domestic (Re-issue)</td><td>5</td><td>€ (</td></tr><tr><td>7</td><td>Refunds – Air Domestic</td><td>5</td><td>€ (</td></tr><tr><td>8</td><td>Refunds – Air Regional</td><td>5</td><td>€ (</td></tr></table> ➤ Please confirm if the volumes as well as the currency TMCs need to be quoting on.			TRADITIONAL		ITEM	Transaction Type	Estimated Volume	Unit Price (incl VAT)	1	Air Travel – International	60	€ (	2	Air Travel – Regional	0	€ (	3	Air Travel – Domestic	100	€ (	4	Air Travel – International (Re-issue)	5	€ (	5	Air Travel – Regional (Re-issue)	5	€ (	6	Air Travel – Domestic (Re-issue)	5	€ (	7	Refunds – Air Domestic	5	€ (	8	Refunds – Air Regional	5	€ (	➤ The Upon further review, we confirm that the pricing schedule (Annexure H) currently reflects the Euro (€) symbol, which is inconsistent with the intended currency for this tender. To ensure consistency and fairness to all bidders, an official addendum will be issued to formally correct this. The addendum will clarify that pricing must be completed in Great British Pounds (GBP - £). ➤ Working Hours (Point ii): The working hours referred to in the RFP are UK local time, as the services will primarily be rendered for the UK and Ireland Hub. Volumes: The volumes provided in the RFP are indicative and are intended to guide bidders in preparing their pricing submissions. Bidders must base their pricing on these stated volumes.
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➤ Marketing Regarding requirements on Part C of the RFP, I see there is a requirement that we are registered with "the Chamber of Commerce" or have a business license card(k-bis), just to clarify is this the British Chamber of Commerce? ➤ Is it a disqualifier if a TMC is not registered with the chamber or has k-bis?	➤ As reflected in Part C of the RFP under Phase 1 - Administrative and Mandatory Requirements, affirmation of certification of registration with the Chamber of Commerce or an equivalent report (K-bis) is a mandatory requirement. ➤ The RFP expressly states that failure to meet the listed mandatory requirements will result in disqualification. ➤ Accordingly, bidders must submit the required proof of registration. This requirement is not optional and non-compliance will result in disqualification at Phase 1.
➤ To ensure our technical proposal is compliant, could you please clarify: While the contract governance is South African, must the specific travel operational licenses (e.g., IATA, ATOL, ABTA) be held by a UK/Ireland-registered legal entity or a South African entity? ➤ As we intend to service the hub locally in GBP, confirming the required jurisdiction for these licenses is essential for our submission.	➤ In terms of Part C (Phase 1 - Mandatory Requirements), bidders are required to submit: • Valid IATA membership; • Affirmation of certification of registration with the Chamber of Commerce or equivalent report (K-bis); and • Proof of UK Presence. ➤ The RFP does not prescribe that these must be held by a specific jurisdictional entity. Compliance will be assessed strictly against the above mandatory requirements as stated in the tender document.
➤ Regarding requirements on Part C of the RFP, I see there is a requirement that we are registered with "the Chamber of Commerce" or have a business license card(k-bis), just to clarify is this the British Chamber of Commerce? Is it a disqualifier if a TMC is not registered with the chamber or has k-bis?	➤ As reflected in Part C of the RFP under Phase 1 - Administrative and Mandatory Requirements, affirmation of certification of registration with the Chamber of Commerce or an equivalent report (K-bis) is a mandatory requirement. The RFP expressly states that failure to meet the listed mandatory requirements will result in disqualification. Accordingly, bidders must submit the required proof of registration. This requirement is not optional and non-compliance will result in disqualification at Phase 1.
Annexure H - Pricing Schedule: ➤ What percentage of bookings are/will be made online versus offline? This missing info is crucial as the weighting impacts the calculation of total transaction fee. ➤ If certain services are only available offline, how should this be expressed? ➤ Do we understand correctly that the yearly agency fees are comprised of two elements: 1) transaction fee + 2) management fee? ➤ There is VAT included for all transaction fees at 20%. However, UK VAT is not applicable on some of the specified services, hence will not be applicable on our fee. ➤ Is it permitted to create new lines on the fees grid for other services not already specified? If so, can this be added as a percentage rather than a fixed GBP amount?	➤ 100% of the bookings will be traditional method bookings. ➤ All the bookings will be made via traditional method. ➤ Kindly check Part B Scope of Work Clause 4.1.3.14 which is clear on pricing model. ➤ Elements which do not attract VAT should be calculated per 0% VAT, template is to accommodate all the elements of different VAT Classes. ➤ No, bidders cannot create any additional transaction type, this is to keep fairness and transparency in the tender process.

➤ Payment Method - Do we understand correctly that Tourism South Africa wishes to pay for all services via lodged card? If so, which lodged card is in use please?	➤ No, UK Hub only transacts via traditional model of payments upon receipt of invoices from TMC and payment via E Transfer (BACS / CHAPS).
➤ Format of submission- In the response section of the e-procurement portal appears Part A, Part B and Part C. Can you please clarify how our submission should be divided? Can you also confirm that more than 3 files can be submitted in total?	➤ Proposal submission procedure is clear on the tender document, kindly follow, Part A, Clause 7.

END