

<b>Tender Number: T23/08/20</b>
<b>Tender description: Request for proposal to provide online booking tool for IDC Travel office</b>
<b>Question and Answers version 1</b>

No.	Question	Type	Answer
1	Please advise regarding Section 3. It is not on your table of contents and Section 4 follows on from Section 2 in the document. Is this correct?	Admin	The document should only have section 1 (General Conditions of Bid), Section 2 (Functional Requirements Specification), and Section 3 (Price Proposal) and Section 4 (Annexures).
2	The tender document requires that we supply a tax clearance certificate when submitting our bid but sars no longer provides tax clearance certificates; what would IDC allow as a substitute?	Admin	Bidders need to supply IDC with a Tax PIN number that bidders obtain from SARS to enable IDC to verify the tax status.
3	SECTION 4: COST PROPOSAL (page 18) is missing no.5. Please advise if this is just an error in the numbering or if there is a omitted question?	Admin	This is a numbering error i.e. there isn't any information that should be on no. 5.
4	Can we request an extension?	Commercial	Yes, an extension is granted and the tender will now close on 15 September 2020 at 11:00am.
5	What is meant by "back office" requirement as a requirement in your document?	Technical	Voucher and Invoice system including Finance functions.
6	Would IDC be willing to partner with a local TMC to assist with skills development and enablement to eventually create a self-sustainable TMC service to your SOE / PS community	Technical	IDC has a fully functional travel office which handles all travel for the corporation and its subsidiaries so there is no need for partnership.
7	What is the split for air/accommodation/car hire/shuttle transactions	Technical	The breakdown of transactions as per the last financial year is as follows: Air - 7 843; Accommodation - DOM - 6 816; Accommodation - INT - 175; Car hire - 2 820; and Shuttles - 275.
8	What is the split between domestic/regional/international?	Technical	65% Domestic, 20% International and 15% Regional
9	Please provide us with insight around your predictions around your volumes going forward after covid for the next 12 to 36 months.	Technical	We are unable to provide this insight due to the complexity of the current situation, however the figures provided forms part of the previous financial year.
10	Although most transactions are available via our online tool, in some instances, human attention is required for specific travel tasks. In these instances would you like a travel desk to be in-house (at the IDC offices) or are you comfortable with them being held off-site?	Technical	IDC Travel will require hand holding for the first month which can be in-house after roll out of the system, thereafter the team can use the offsite support desk for any challenges encountered.
11	We understand you currently have an in-house office. Are you looking to redeploy these staff members?	Technical	No, the IDC in-house Travel office will remain.
12	With the impact of Covid-19 on travel plans, would you consider a transaction fee pricing model too? A transaction fee model would reduce costs should the travel transaction numbers continue to suppress for the next few years?	Technical	Yes, the costing model also called for a transaction fee model.
13	Is the RFP requirement only for online technology which will be used by IDC Travel for all travel related services, therefore meaning that the IDC will not require any offline support from a TMC?	Technical	That is correct, this RFP is only for the online technology.
14	Which version of SAP is the IDC using	Technical	SAP Netweaver 6 currently in the process of moving to version 7.4
15	What type of data will be sent/received where the RFP makes mention SAP integration?	Technical	Export files from online booking tool & back office system into excel then the uploading into SAP (NOT an automated integration)
16	Please confirm what the IDC classifies as Back Office Solution – i.e. is this solution referring to finance or operational to assist with offline/touched bookings?	Technical	Invoice and voucher system, where bookings are done offline, consultants should still be able to issue vouchers and Finance should be able to invoice billback hotel and car invoices.
17	Is the partnership with a black-owned entity (being 50%+1 black-owned and controlled) a mandatory requirement for the RFP or are bidders to use their own discretion whether they choose to adopt this model or not?	Commercial	The Tenders mandatory requirements are found on page 15 under subparagraph 5.1.
18	On the Costing Model, can bidders submit their own additional pricing model for other services offered?	Commercial	No, bidders are required to use the supplied costing model to ensure fair evaluation.
19	The Cost Proposal makes mention of payments being made 30 days from date of invoice – please confirm if these refer to land arrangements only with online and air tickets on a lodge card?	Commercial	The 30 day payment term does not refer to land arrangements, the cost for the online booking tool will be paid using the IDC Lodge Cards.