

REQUEST FOR PROPOSAL

Exhibition:	Africa's Travel Indaba 2024
Dates:	BONDay Day: 13 May 2024 Exhibition Days: 14 – 16 May 2024
Services:	Shuttle Service Provider for 2024
Venue:	Inkosi Albert Luthuli Durban International Convention Centre

We are pleased to extend this opportunity for the provision of services for Africa's Travel Indaba 2024. Our Request for Proposal (RFP) requires you to submit a detailed breakdown of your proposal and costs by the specified closure date to be considered as a preferred supplier for the above services for Africa's Travel Indaba 2024.

Synergy Business Events (Pty) Ltd has been appointed as the official management company of **Africa's Travel Indaba** on behalf of **South African Tourism** for the period 2023 to 2024. As part of this contract, the **Synergy Business Events (Pty) Ltd** team is responsible for the planning and implementing all operations and logistics around the execution of one of the largest events on the African tourism calendar – **Africa's Travel Indaba**. This event is held annually in Durban during May.

Africa's Travel Indaba – Inkosi Albert Luthuli International Convention Centre, (Durban, KwaZulu-Natal) 14 May to 16 May 2024, 13 May 2024 BONDay (Business Opportunity Networking Day)
Africa's Travel Indaba, a trade exhibition, is one of the largest tourism marketing events on the African calendar and one of the top three 'must visit' events of its kind on the global calendar. **Africa's Travel Indaba** is a three-day trade event that attracts well over 8000 delegates from travel tourism and related industries. The exhibition accommodates over 1000 exhibitors, almost 550 local and international media, and more than 1 500 local and international buyers.

The focus for South African Tourism is to market South Africa as a destination to both domestic and international travellers. This is a trade show that provides a platform for the entire tourism industry to conduct business and network.

1. Project Scope

Synergy Business Events (Pty) Ltd is seeking a supplier with transportation capabilities to support shuttle service for Africa's Travel Indaba's hosted buyers, hosted media, non-hosted buyers, non-hosted media, and staff between King Shaka International, specified hotels, and Inkosi Albert Luthuli Durban Exhibition Centre and offsite event venues.

Services required:

- Airport pick up and drop off to be made available from 11 May 2024 to 18 May 2024
- Shuttle services plan to be submitted as per proposed (but not final) shuttle service route attached
- Smaller vehicles (10-seater, 18-seater, and 30-seater) to be made available for individuals / smaller group drop-offs (flight dependant)
- Large buses to be made available for show duration on the route – 60-seater
- Smaller vehicles to form part of the fleet in order not to delay route schedule (to prevent having to wait until buses are full before they leave). This may include sedans where applicable.
- Please supply fleet list together with descriptions of the vehicles
- Shuttles to be made available for offsite events
 - SAT Offsite Events
 - Fun Run
 - Other Activations
- A full project plan to accompany the proposal
- Please supply driver credentials and compliance
- Proof of license for each district as specified in Route Plan (pg3)
- All buses to have a host/hostess so that FAQ can be answered
- Hosts & Hostesses to be competent in answering event-specific and destination-specific questions.
- Hosts to take responsibility for a smooth ride for all delegates
- Hosts/hostesses must be contactable for the full duration that vehicles are running
- A mandatory briefing will take place once the service provider has been appointed
- A mandatory briefing will also be held with drivers and/or hosts/hostesses by the SAT Project Team, pre-show.
- Downtime and cost allowance to be made available to enable branding/wrapping of vehicles as official transportation for the event, for the duration
- Cost associated due to downtime of vehicles for branding to be included in final proposal cost
- Appointed service provider to execute the application of branding onto the vehicles, or to allow the vehicle to be applied by an agent appointed by South African Tourism
- Submitted proposal to show a breakdown of how localization will be implemented through a partnership of local transport operators

2. Technical Requirements

General

The supplier must have safe and reliable transportation capabilities with the ability to provide timely shuttle service between the locations noted in the Project Scope. The supplier must also have the ability to adjust to changes in schedule and rider requirements, including frequency and volume changes, indicated in their proposals. All drivers must be knowledgeable of all routes and must ensure that passenger safety is of paramount importance.

Specifications

The supplier should include the price for all support in the proposal including count and type of vehicles for transport between the defined locations.

Route Planning

The supplier will work with the Synergy Business Events (Pty) Ltd to develop a shuttle routing structure and schedule, as well as a plan to respond to vehicle mechanical malfunctions, accidents, or scheduled driver absences. License to be provided for each district as per route plan.

The locations to be serviced are:

1. Kind Shaka International Airport
2. Inkosi Albert Luthuli Durban ICC
3. South Beach Zone Hotels
4. North Beach Zone Hotels
5. Marine Parade Zone Hotels
6. Blue Waters Zone Hotels
7. CBD Zone Hotels
8. Berea Zone Hotels
9. Riverside Zone Hotel
10. Umhlanga Beach Front Zone Hotels
11. Umhlanga Gateway Zone Hotels
12. Durban Country Club
13. The above list may be added to accommodate offsite activations

Rider Validation

The service will be at no cost to Africa's Travel Indaba hosted buyers, hosted media, non-hosted buyers, non-hosted media, and staff; therefore, the supplier shall validate each rider through Africa's Travel Indaba issued name badge identification. Individuals that are not Africa's Travel Indaba hosted buyers, hosted media, non-hosted buyers, non-hosted media, and staff must not be permitted to board the vehicles.

Reporting

The supplier shall provide to **Synergy Business Events (Pty) Ltd** a weekly progress report in preparation for the event. A daily status report shall be provided relating to revealing the total number of riders, total mileage driven, fuel consumption, and service interruptions, issues, or exceptions. A detailed post-show report to be supplied after the show concludes.

Length of Service

The service will be for Africa's Travel Indaba 2024 period.

Insurance

The awarded supplier must provide proof of all required passenger liability insurance coverage and will ensure such coverage remains current and in effect throughout the contract period. The supplier will notify **Synergy Business Events (Pty) Ltd** immediately of any changes of insurance coverage including but not limited to loss of or reduction of coverage.

Roadworthiness

All vehicles used must be roadworthy as required by the National Road Traffic. Please refer to page 6 on the documentation required for all vehicles.

Emergencies

All emergencies shall be reported first to the **Synergy Business Events (PTY) Ltd** head of Operations Department, followed by the client, and then to VOC. If a driver is aware of a disturbance that threatens the safety or well-being of passengers, he/she must immediately notify the SAPS, Safety Officer, and VOC with the following information:

- Exact location
- Number of people involved
- Descriptions of individuals (if possible)
- Descriptions and details of vehicles (if possible)
- Nature of problem

Drivers

Drivers assigned by the supplier to operate Africa's Travel Indaba Shuttle must meet all provincial and national licensing requirements. All drivers must be uniformed and wearing appropriate company identification:

- All drivers are expected to be in full uniform any time they are on duty providing such service. Uniforms are to clearly identify the driver and/or other persons as employees of the service provider.
- All drivers are required to wear a picture ID when providing service. A current list of driver's names and pictures is to be provided to the Synergy Business Events (PTY) Ltd Operational Team prior to the exhibition and update accordingly during the exhibition show days where necessary.

- All drivers must successfully pass a fingerprint and background check administered through the service provider prior to operating any vehicle under this contract.
- All drivers are encouraged to solicit constructive feedback from riders regarding transit routes.
- They are expected to remain professional and refrain from any personal conversations regarding any controversial subject matter.
- Drivers & hosts/hostesses will need to adhere to a strict code of conduct which shall be sent to the chosen supplier.

Sub-Contracting

It is mandatory for the supplier to partner with a local taxi association that operates in the mentioned route. Suppliers need to produce a written agreement of the transport service for the duration of Africa's Travel Indaba 2024 period.

A 30% minimum subcontracting threshold applies. Applicants to show a breakdown of sub-contracted suppliers with the percentage of each sub-contractor contribution.

Sub-contractors to be secured and confirmed at time of submission of the RFP document/proposal.

3. Project Plan

Supplier to outline how they would provide the services proposed. Please address the following areas with timelines:

a. Logistics Plan

The logistics plan should describe how the proposed service provider will fulfil ridership needs, provide sufficient vehicle and staffing requirements, make modifications to standard schedule as required, provide on-call services when requested, and provide continuous improvement to the quality of services provided and management of Africa's Travel Indaba account.

b. Vehicles

- Provide a description of all vehicles intended to be utilized under a resulting contract
- Provide quantity, make, model, year, size, number of passenger seats, and any special features such as wheelchair friendly access
- Attach literature (pictures, specification) for all vehicles proposed
- Describe the personnel and procedures to be used to ensure that the vehicles are safe and well-maintained and in compliance with all federal, state, and local laws and ordinances
- Include information on what emergency procedures are in place for vehicle breakdowns
- Describe the procedures to be used for the cleaning of the exterior and interior of the vehicles, including the personnel to be used for each activity and the frequency of cleaning
- Describe how you intend to identify vehicles as Africa's Travel Indaba Shuttle for each route
- Ensure that all vehicles are clean, neat and comfortable for all ATI passengers.

c. Staffing

Please discuss the qualification requirements for your transit drivers. Include information on your new applicant / new hire screening process, indicate the average length of service, and a description of mandatory training programs for drivers.

d. Communication

Describe your proposed plan for communication with **Synergy Business Events (PTY) Ltd** to ensure that daily operation meets passenger needs. State the telephone answering hours and arrangements for after-hours communication.

e. Service Response Time

State what provisions you have for Africa's Travel Indaba Team to contact your office 24 hours a day during the exhibition. Specify the name and title of the individual (s) contacted for routine servicing and/or emergency situations

4. Other

- Company Organogram and indicate main contact
- The selected provider must have a minimum 5 years of experience running a shuttle or transfer transportation passenger service
- Prior tourism exhibition operation experience is preferred
- The selected provider must be able to provide a 30-minute breakdown/problem response time
- Please provide a statement describing your company's ability to provide the services required by this RFP, including all plans to subcontract services under the contract
- Describe unique examples of product, service, or added value
- Describe your customer service and quality control programs
- What location will your vehicles be dispatched from?
- What location will your vehicles be serviced from?
- What characteristics set your company apart?
- How does your company handle overflow work, e.g., outsource, use the backup facility?
- Please describe how your company will solicit customer feedback on your performance?

5. Company Documentation

- CK Documents
- Tax Clearance Certificate (or CSD PIN)
- BBBEE Certificate
- Valid Public Insurance Certificate
- Valid Letter of Good Standing
- Health & Safety Policy Statement

(Failure to supply the above documentation will result in disqualification)

- Risk Assessment Management
 - Industry Affiliation Certificate (Travel & Tourism)
 - Endorsements or reference letters by local Industry Stakeholders

6. Vehicle Documentation

- NPTR Compliance
- Vehicle(s) CoF (Certificate of Fitness)
- Records of Service (Maintenance)
- Valid Passenger Liability Insurance - NB: (MINIMUM R1,000,000 per seat/per passenger)
- First Aid Kit
- Fire Extinguisher
- Approval to Inspect Vehicles prior to commencement (Standard vehicle checklist to be applied)

7. Drivers and Hosts/Hostess

- Driver's License and PDP (insurance requires a minimum 5 years' experience)
- Fatigue Management Register (During the exhibition)

Marketing platforms to be made available to the appointed service providers:

- Designated area to be used as an Information Counter at the entrance of Inkosi Albert Luthuli Durban ICC entrance
- Limited and specific Branding of the vehicles prior to exhibition

Evaluation Process

Synergy Business Events has set minimum standards that a bidder needs to meet to be evaluated and selected as a successful bidder.

The minimum standards consist of the following:

Bid evaluation criteria	Weight
The Bids will be evaluated on a scale of 1 – 5 in accordance with the criteria below. The rating will be as follows: 0 = Unacceptable, 1 = Serious Reservations, 2 = Minor Reservations, 3 = Acceptable, 4 = Good, 5 = Excellent	
1. Functionality (60 Points) Ability to demonstrate a thorough understanding of the required services which include but is not limited to:	60%
1.1 The Bidder needs to show experience in executing and transporting a large number of guests for other exhibitions of this magnitude 100 pax and more (0), 300 pax and more (1), 500 pax and more (2), 800 pax and more (3), 1000 pax and more (4) 2000 pax and more (5)	(30)
1.2 A detailed project plan with specific deliverables and realistic timelines	(5)
1.3 Describe how queries, requests, changes, and cancellations will be handled	(5)
1.4 The expertise of the team that will be serving Africa’s Travel Indaba 2022 Team. Please provide the staff management hierarchy working on the project	(10)
1.5 After Hours Emergency 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	(5)
· Is it available 24/7/365	(5)

<p>2. Travel Membership/s: (5 Points)</p> <p>Provide valid membership proof of the Association of South Africa. Proof of such membership and Valid Membership =</p> <p>10 years = 5 Points</p> <p>> 5 -10 years = 4 Points</p> <p>>2 - 5 years = 3 Points</p> <p>>1-2 years = 2 Points</p> <p>< 1 year = 1 Point</p>	10%	
<p>3. Provide four detailed Reference Letters (10 Points)</p> <p>Reference Letters from the relevant client on the client’s letterhead clearly detailing the actual work that was completed relating to travel management services (no points will be allocated if the relevant reference letter is not provided). Maximum 2.5 points per reference letter</p> <p>For each letter received with none related reference - 1 Point</p> <p>For each letter received with related reference - 2.5 Points</p>	10%	
<p>4. Experience of Previous Workload (5 Points)</p> <p>The experience and expertise in the field of Passenger Transport Transfer and Shuttle Management Services</p> <p>10 years = 5 Points</p> <p>> 5 -10 years = 4 Points</p> <p>>2 - 5 years = 3 Points</p> <p>>1-2 years = 2 Points</p> <p>< 1 year = 1 Point</p>	20%	
<p>TOTAL POINTS</p>	100 Points	100%
<p>A Threshold of 70% is applicable</p>		

B-BBEE Points Allocation

A maximum of 20 points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

B-BBEE points may be allocated to bidders on the submission of the following documentation or evidence:

- B-BBEE Certificate

Pricing:

Synergy Business Events (Pty) Ltd will utilise the following formula in its evaluation of Price:

PS = 70%

Where:

Ps = Score for the Bid under consideration

Pt = Price of Bid under consideration

Pmin = Price of lowest acceptable Bid

Cost Structure of Proposal:

All prices are to be inclusive of VAT and all payment terms are to be specified. No additional costs will be considered over and above the RFP submissions. Should you wish to sponsor these or any other services, please advise what your requirements would be for us to make an informed decision.

Additional points will be awarded for any innovative suggestions, as well as submission of your company’s sustainability / environmental policy and how you aim to implement this at Africa’s Travel Indaba 2022. Consideration should be given to using energy-efficient vehicles and low carbon footprint measures should be put in place in conjunction with the organizers. Payment, after successful award will be made against an official purchase order and VAT invoice.

Event Greening:

In line with international best practices, Africa's Travel Indaba 2024 aims to be a low carbon event where event greening is considered in all the different workstreams and appointments of suppliers. You are required to indicate in your proposal how you intend to implement this. Please include all relevant costs into your proposal, bearing in mind that it needs to still be competitive and make financial sense. The emphasis should be on innovation around the current business practice to ensure a positive impact around social and environmental issues, while it is still financially viable.

For additional information about event greening please visit the resource section of the Event Greening Forum on www.evergreening.co.za.

RFP Submissions:

Submission date – 14H00 Monday, 18 May 2024

Do note that the awarded bidder will be contracted for the 2024 period therefore a detailed cost breakdown is required:

- Formal Proposal (Responding to all items as per scope provided)
- Project plan
- Company Organogram
- A valid tax clearance certificate
- Certified copies of your company registration
- Certified copy of a valid B-BBEE verification/rating certificate
- Fleet breakdown
- Branding Downtime Breakdown Time & Costs
- Vehicle Compliance Certification
- PDP certificates
- Association Certificates
- License for each district as per rout plan
- Reference Letters
- Confirmation letter from supplier allowing requisite branding

Proposal Format:

Please submit 2x hard copy colour documents for evaluation

Please submit 1x soft copy of the proposal on a memory stick or emailed to the e-mail address provided below for evaluation



South African Tourism and Synergy Business Events (Pty) Ltd reserves the right to hold interviews or request their presence at a presentation session with applicants who have been shortlisted.

Please note the following upon submission:

- 2 x Hard copies delivered

Address: No 6. Susman Avenue, Blairgowrie, Randburg, 2194

- 1 x soft copy (memory stick or email)

All proposals must also be e-mailed, in PDF format, to Sudeshnee Pillay no later than 14h00 on Monday, 18 March 2024 and should remain valid for the duration booked.

Please note that the following documentation must be submitted with the application:

- Recent CSD report
- Certified copy of a valid B-BBEE verification / rating certificate
- Industry Association membership
- Accommodation Greening Questionnaire (Attached)

Please email your proposal to sudeshnee@synergybe.co.za

Queries:

Should you have any questions relating to this RFP, please contact Sudeshnee Pillay sudeshnee@synergybe.co.za or +27 11 476 5104.

On successful appointment, a service level agreement (SLA) agreement will be provided for all parties. Your primary point of contact will be Synergy Business Events.

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