



DURBAN UNIVERSITY OF TECHNOLOGY
INYUVESI YASETHEKWINI YEZOBUCHWEPHESHE

DURBAN UNIVERSITY OF TECHNOLOGY

REQUEST FOR QUOTATION

Item/Service Description	TRAVEL MANAGEMENT SERVICES FOR THE DUT COUNCIL MEMBERS	
Reference No.	RFQ-DUT-62/26	
Closing Date & Time	Tuesday, 08 September 2026	11 h 00 AM
Procurement & General Enquiries	Thembelani Gumede email address: ThembelaniG@dut.ac.za	
Technical Enquiries	Philisiwe Ncayiyana email address: PhilisiweN@dut.ac.za	
RFQ Submission	Email all your submission to: ROQ@dut.ac.za	

1. INTRODUCTION

Durban University of Technology invites suitably qualified and compliant service providers to submit quotations for the supply and delivery of **TRAVEL MANAGEMENT SERVICES FOR THE DUT COUNCIL MEMBERS**. This procurement is undertaken in accordance with the approved DUT Procurement Policy, PPPFA Regulations (2022), and all other applicable procurement governance frameworks as linked to DHET.

2 SCOPE OF WORK

2.1 Purpose of the Scope

DUT invites suitably qualified Travel Management Companies (TMCs) to submit quotations for the provision of comprehensive travel management services for members of the DUT Council.

The appointed service provider will provide domestic travel arrangements, accommodation, ground transportation, travel changes and cancellations, and 24-hour emergency travel assistance in accordance with DUT's applicable travel policies and approved arrangements.

2.2 Background and Operational Context

DUT requires the provision of **TRAVEL MANAGEMENT SERVICES FOR THE DUT COUNCIL MEMBERS** to support its operational, academic, administrative, research, or infrastructure functions.

This requirement arises from:

- Approved operational planning within the Domain Procurement Plan (DPP);
- Confirmed budget allocation within the current financial year;
- Institutional need aligned to DUT's strategic and operational objectives.

The successful service provider shall be required to deliver the specified goods/services to the relevant DUT campus/site in accordance with the requirements outlined herein.

2.3. SCOPE OF SERVICES

2.3.1. Air Travel

- Domestic and international flight bookings.
- One-way and return flights.
- Multi-destination and complex itineraries.
- Flight changes, cancellations and re-bookings.
- Assistance with missed flights and travel disruptions.
- Issuing and re-issuing air tickets.
- Management of unused air tickets/airline credits.
- Notification of flight delays, cancellations and schedule changes.
- Electronic itineraries and travel confirmations.

2.3.2. Accommodation

- Domestic and international accommodation bookings.
- Suitable accommodation options in accordance with DUT requirements and applicable travel policy.
- Accommodation changes and cancellations.
- Booking confirmations and cancellation conditions.

2.3.3. Car Rental and Ground Transportation

- Airport transfers.
- Chauffeur/ground transportation services.
- Transfers between airports, accommodation and official destinations.
- Changes and cancellations.

.

2.3.4. Travel Insurance

Where required by DUT, the service provider must facilitate travel insurance arrangements and provide details of applicable coverage, exclusions and costs.

3. DUT COUNCIL TRAVEL REQUIREMENTS

- Dedicated travel consultant/account contact for DUT Council's travel requirements.
- Designated backup consultant to ensure continuity of service.
- Ability to accommodate urgent and short-notice travel requests.
- Priority assistance to Council members during travel disruptions.
- Ability to manage complex domestic and international itineraries.
- Personalized assistance with flights, accommodation, transfers and related arrangements.
- Proactive notification of flight cancellations, delays, schedule changes, missed connections and significant disruptions.
- Assistance with alternative travel arrangements when disruptions occur.
- Executive/VIP travel arrangements where requested by DUT.
- Electronic itinerary/confirmation for all confirmed travel arrangements.

4. 24-HOUR EMERGENCY TRAVEL SUPPORT

- The service provider must provide 24-hour, 7-day emergency travel support, including weekends and public holidays.
- Dedicated emergency telephone number.
- Urgent flight changes and cancellations.
- Emergency flight re-booking.
- Assistance with missed flights and connections.
- Emergency accommodation arrangements.
- Assistance with disruptions while the traveler is outside South Africa.
- Urgent ground transportation arrangements.
- Escalation of unresolved emergencies to an appropriate senior representative.
- The emergency contact details must be included in the quotation.

5. SERVICE LEVEL REQUIREMENTS

Service Requirement	Mandatory Response Time
Standard travel request	Within 30 minutes
Urgent/Council travel request	Within 15 minutes
Emergency/after-hours request	Immediate response
Flight disruption assistance	Immediate response
Cancellation/change request	Within 30 minutes
Updated itinerary after confirmed change	Immediately after confirmation
Escalation of unresolved urgent matter	Immediate escalation

6. ACCOUNT MANAGEMENT

- Dedicated Account Manager for DUT.
- Dedicated travel consultant(s).
- Backup personnel for continuity.
- Escalation process for unresolved matters.
- Contact details for Account Manager and travel consultants.
- Attendance at service review meetings when required.
- Service performance information upon request.

7. REPORTING

- Total travel expenditure.
- Expenditure by traveller.
- Expenditure by department/cost centre.
- Domestic and international expenditure.
- Air travel expenditure.
- Accommodation expenditure.
- Car rental and ground transportation expenditure.
- Cancelled bookings.
- Unused airline tickets/credits.
- Savings and cost avoidance achieved.
- Travel policy exceptions, where applicable.
- Ad-hoc reports when requested by DUT.
- Reports must be provided electronically in a format agreed with DUT.

8. COST CONTROL AND TRANSPARENCY

- Transparent transaction/service fees.
- All applicable charges are clearly identified on invoices.
- Disclosure of commissions, rebates, incentives or other benefits received in connection with DUT travel.
- Third-party costs identified separately.
- Most cost-effective, suitable travel options in accordance with DUT requirements and applicable travel policy.
- Assistance in managing unused tickets and travel credits.
- Information on negotiated/corporate rates were available.
- No undisclosed additional charges without DUT's prior approval.

9. MANDATORY / COMPULSORY REQUIREMENTS

No	Mandatory Requirements	
1	Valid Tax Compliance Status PIN (TCS PIN)	TRS1
2	Proof of CSD Registration	TRS2
3	Signed Form of Offer	TRS3
4	Signed Declaration of Interest	TRS4
5	Company Registration documents (CIPC)	TRS5
Technical Requirements		
6	• Valid IATA Accreditation and Valid ASATA Membership (Bidders may submit proof of a valid	TRS6

	accreditation/membership for IATA and ASATA) in either one of the following formats: ○ Certificate; or accreditation membership number and professional body on the letterhead of the bidding entity.	
	Two (2) References Letters	

NB: Failure to submit any of the above-requested mandatory documents on will lead to disqualification.

#	Administration Requirement	
7	Valid B-BBEE Certificate or Sworn Affidavit	TRS7

Requirements as per the Scope of work.

Bidders are required to tick applicable boxes (**comply/ non/ comply**) and provide supporting evidence. Where available, evidence may be submitted in any appropriate form, including company documentation, service, description, policies, procedures, screenshots, brochures, or other relevant supporting documentation.

No.	Requirement	Comply / Not Comply	Evidence / Reference
1	Domestic and international flight booking services		
2	Domestic and international accommodation booking services		
3	Car rental and ground transportation arrangements		
4	Flight changes, cancellations and re-booking		
5	24/7 emergency travel support		
6	Dedicated Account Manager		
7	Dedicated travel consultant(s)		
8	Backup travel consultant/service support		
9	Urgent and short-notice Council travel requests		
10	Executive/VIP travel support when required		
11	Proactive notification of travel disruptions		
12	Emergency re-booking and disruption assistance		
13	Electronic itineraries and travel confirmations		
14	Visa/travel documentation assistance where required		

15	Travel insurance arrangements where required		
16	Travel expenditure and management reports		
17	Transparent transaction/service fees		
18	Disclosure of commissions, rebates and incentives		
19	Acceptance of DUT's applicable travel policy and procedures		

Note: Bidders must indicate “Comply” or “Not Comply” against each mandatory requirement and submit the required supporting evidence where applicable. Failure to comply with a mandatory requirement may render the quotation non-responsive.

10. PRICING SCHEDULE

All prices must be quoted in South African Rand (ZAR). Bidders must clearly indicate whether VAT is included or excluded. All applicable service fees and charges must be disclosed. No additional fees will be considered unless clearly disclosed in the pricing schedule.

No.	Service Description	Unit	Fee Excl. VAT	VAT	Fee Incl. VAT
1	Domestic air ticket booking – online/self-service	Per transaction	R	R	R
2	Domestic air ticket booking – consultant assisted	Per transaction	R	R	R
3	International air ticket booking – online/self-service	Per transaction	R	R	R
4	International air ticket booking – consultant assisted	Per transaction	R	R	R
5	Domestic flight change/re-issue	Per transaction	R	R	R
6	International flight change/re-issue	Per transaction	R	R	R
7	Domestic flight cancellation/refund processing	Per transaction	R	R	R
8	International flight cancellation/refund processing	Per transaction	R	R	R
9	Domestic accommodation booking	Per booking	R	R	R

11	Accommodation cancellation/change	Per transaction	R	R	R
12	Car rental booking	Per booking	R	R	R
13	Ground transportation/airport transfer booking	Per booking	R	R	R
15	Travel insurance arrangement/service fee	Per transaction	R	R	R
16	After-hours/emergency travel assistance	Per transaction	R	R	R
17	Urgent/short-notice Council booking	Per transaction	R	R	R
18	Executive/VIP travel arrangement service fee	Per transaction	R	R	R
19	Complex/multi-destination itinerary	Per itinerary	R	R	R
20	Unused ticket/airline credit management	Per transaction	R	R	R
21	Travel management/account management fee	Monthly	R	R	R
22	Ad-hoc management/reporting fee	Per report	R	R	R
23	Other travel management fee – specify		R	R	R

11. THIRD-PARTY TRAVEL COSTS

Cost Category	Mark-up / Commission / Fee
Airline tickets	
Accommodation	
Car rental	
Ground transportation	
Visa application/third-party costs	
Travel insurance	
Other third-party costs – specify	

Where the service provider receives any commission, rebate, incentive or other financial benefit from a travel supplier in respect of DUT bookings, the bidder must disclose the nature and basis of such benefit.

12. TOTAL PRICING SUMMARY

Description	Amount Excl. VAT	VAT	Amount Incl. VAT
Total estimated service/transaction fees	R	R	R
Total estimated other fees	R	R	R
TOTAL QUOTATION	R	R	R

The total will be used for quotation evaluation purposes. Actual travel expenditure will depend on DUT's travel requirements and bookings made during the contract period.

13. BIDDER INFORMATION

Legal Name of Bidder: _____

Trading Name: _____

CSD Supplier Number: _____

SARS Tax Compliance Status PIN: _____

Contact Person: _____

Telephone Number: _____

Email Address: _____

Account Manager: _____

Account Manager Contact Number: _____

Account Manager Email: _____

24-Hour Emergency Contact Number: _____

14. BIDDER DECLARATION

We have read and understood the requirements and specifications contained in this RFQ.

We confirm our compliance with the mandatory requirements.

The prices submitted are complete and include all applicable service fees.

All additional charges, commissions, rebates, incentives and other financial benefits have been disclosed.

We undertake to provide the required travel management services in accordance with DUT's requirements.

We acknowledge that DUT is not obliged to utilize all services or expenditure contained in this quotation.

We confirm that the information provided is true and correct.

Name of Authorized Representative: _____

Designation: _____

Signature: _____

Date: _____

Company Stamp: _____

DUT RESERVES THE RIGHT TO:

- Extend the closing date.
- Verify any information contained in a proposal.
- Request documentary proof regarding any tendering issue.
- Appoint one or more service providers, separately or jointly (whether they submitted a joint proposal).
- Award this RFQ as a whole or in part.
- Cancel or withdraw this RFQ as a whole or in part.

6. EVALUATION CRITERIA

80/20 System:

Criteria	Points
Price	80
Specific Goals / B-BBEE	20

7. FORM OF OFFER AND ACCEPTANCE

PART A – OFFER

1. OFFER

The Bidder, identified in the signature block below, hereby offers to supply and deliver the goods and/or render the services described in:

RFQ No: _____

Description: _____

to the **Durban University of Technology (DUT)** in accordance with:

- The RFQ document;
- The Scope of Work and Technical Specifications;
- The General Conditions of Contract (GCC 2010 as amended);
- The DUT Procurement Policy FIN POL 004;
- The PPPFA Regulations (2022);
- The B-BBEE Act and applicable governance frameworks.

2. OFFERED CONTRACT PRICE

The total contract price offered is:

Total Excluding VAT: R _____

VAT @ 15%: R _____

Total Including VAT: R _____

Amount in words (Incl. VAT):

The offered price:

- ☐ Includes all transport, packaging, insurance, duties, installation, and incidental costs.
- ☐ Is fixed for the duration of the validity period.
- ☐ Remains valid for _____ days from RFQ closing date.

5. COMPLIANCE DECLARATION

The Bidder certifies that:

- The information provided is true and correct.

- The Bidder is not listed on the National Treasury Restricted Supplier Database.
- The Bidder has not engaged in collusive practices.
- The Bidder accepts the General Conditions of Contract (GCC 2010).
- No contract exists until an official DUT Purchase Order is issued.

6. SIGNATURE OF OFFER

Name of Bidder: _____

Company Registration Number: _____

VAT Number: _____

CSD Registration Number: _____

Authorised Representative Name: _____

Capacity: _____

Signature: _____

Date: _____

PART B – ACCEPTANCE (To be completed by DUT)

7. ACCEPTANCE

By signing this Form of Acceptance, DUT accepts the Bidder's Offer subject to:

- Budget confirmation;
- Verification of compliance documents;
- Issuance of an official Purchase Order.

Acceptance is conditional upon:

- No material deviation;
- Confirmation of tax compliance;
- Compliance with DUT governance frameworks.

Accepted on behalf of:

Durban University of Technology

Name: _____

Designation (per DoA): _____

Signature: _____

Date: _____

RFQ No: _____

Purchase Order No (to be issued): _____

8. FORMATION OF CONTRACT

The Contract is formed upon:

- Signature of this Acceptance; and
- Issuance of the official Purchase Order.

The Contract shall be governed by:

- GCC 2010;
- DUT Procurement Policy;
- PPPFA Regulations (2022);
- Applicable South African law.

DURBAN UNIVERSITY OF TECHNOLOGY

RFQ GOVERNANCE ANNEXURE PACK _ Version 1.0 *(Applicable to RFQs Below R1 Million – Goods & Services)*

PURPOSE OF THIS ANNEXURE PACK

This Governance Annexure forms an integral part of all DUT RFQs issued below R1 million (incl. VAT threshold aligned to internal policy).

The purpose is to:

- Strengthen procurement integrity
- Ensure compliance with DUT policy and DHET governance framework
- Protect the institution from unauthorised commitments
- Support UIFW prevention
- Enhance transparency and ethical procurement conduct

This Annexure is mandatory and non-negotiable.

ANNEXURE A _ CSD REGISTRATION AND VERIFICATION DECLARATION

The Bidder confirms that:

1. The Bidder is actively registered on the National Treasury Central Supplier Database (CSD).
2. The CSD number submitted is valid and current.
3. DUT is authorised to verify:

- Supplier registration status
- Banking details
- Tax compliance status
- Restriction status

The Bidder acknowledges that:

- An inactive or non-compliant CSD status may result in disqualification.
- DUT may re-verify CSD status prior to award and prior to payment.

CSD Number: _____

Signature: _____

Date: _____

ANNEXURE B _ TAX COMPLIANCE STATUS (TCS) DECLARATION

The Bidder:

1. Submits a valid SARS Tax Compliance Status PIN.
2. Authorises DUT to electronically verify tax compliance.
3. Confirms tax matters are fully compliant at time of submission.

The Bidder understands that:

- Non-compliance will result in non-award.
- DUT may withhold payment if tax status becomes non-compliant.

TCS PIN: _____

Signature: _____

Date: _____

ANNEXURE C _ POPIA COMPLIANCE DECLARATION

In accordance with the Protection of Personal Information Act (POPIA):

The Bidder confirms that:

1. All personal information submitted is lawfully obtained.
2. Appropriate consent has been secured.
3. The Bidder shall:

- Safeguard personal data received from DUT;
- Implement reasonable technical and organisational measures;
- Notify DUT of any data breach.

The Bidder indemnifies DUT against loss arising from unlawful data processing attributable to the Bidder.

Authorised Signatory: _____

Date: _____

ANNEXURE D _ CERTIFICATE OF INDEPENDENT BID DETERMINATION

The Bidder certifies that:

1. The quotation has been independently determined.
2. No agreement exists with any competitor regarding:
 - Price
 - Market allocation
 - Submission or non-submission of quotation
3. The Bidder has not engaged in collusive or anti-competitive conduct.
4. The Bidder complies with the Competition Act 89 of 1998.

The Bidder acknowledges that false declaration may result in:

- Disqualification
- Contract termination
- Restriction from future procurement participation

Signature: _____

Date: _____

ANNEXURE E _ UIFW (UNAUTHORISED, IRREGULAR, FRUITLESS & WASTEFUL EXPENDITURE) ACKNOWLEDGEMENT

The Bidder acknowledges DUT's internal financial governance framework aimed at preventing:

- Unauthorised expenditure
- Irregular expenditure

- Fruitless and wasteful expenditure

The Bidder confirms:

1. No work shall commence without a valid DUT Purchase Order.
2. No variation shall be implemented without written approval aligned to Delegation of Authority.
3. Services rendered without authorisation may not be paid.
4. The Bidder shall not rely on verbal instructions.

DUT shall not be liable for commitments made outside approved procurement processes.

Signature: _____

Date: _____

ANNEXURE F _ PROCUREMENT ETHICS AND CONDUCT DECLARATION

The Bidder confirms that:

- Neither the entity nor its directors are listed on any restricted supplier database.
- No director has been convicted of fraud or corruption related to procurement.
- The entity complies with ethical procurement practices.
- No attempt has been made to improperly influence DUT officials.

The Bidder acknowledges that DUT reserves the right to conduct due diligence screening.

Signature: _____

Date: _____

ANNEXURE G _ NON-SPLITTING AND VALUE THRESHOLD DECLARATION

The Bidder acknowledges that:

- This RFQ constitutes a single consolidated procurement requirement.
- Splitting of procurement to avoid threshold controls is prohibited.
- DUT reserves the right to cancel the RFQ if threshold irregularities are detected.

Signature: _____

Date: _____

ANNEXURE H _ DUT CONFLICT OF INTEREST DECLARATION

RFQ No: _____

1. PURPOSE

To ensure transparency and compliance with Section 217 of the Constitution and DUT's governance frameworks, all bidders must declare any relationship or conflict of interest.

2. BIDDER DETAILS

Full Name of Bidder / Company: _____

Company Registration Number: _____

VAT Registration Number: _____

CSD Number: _____

Physical Address: _____

Contact Person: _____

Telephone: _____ Email: _____

3. EMPLOYMENT BY THE DUT OR THE STATE

Are you or any person connected with the bidder:

3.1 Employed by the State?

☐ YES ☐ NO

3.2 Employed by DUT?

☐ YES ☐ NO

If YES, provide details:

4. RELATIONSHIP WITH DUT EMPLOYEES OR COUNCIL MEMBERS

Do you or any director/shareholder/member have:

- Any family relationship with DUT employee?

☐ YES ☐ NO

- Any relationship with a person involved in evaluation of this process?
☐ YES ☐ NO

If YES, provide details:

5. PRIOR BUSINESS WITH DUT

Have you or your directors conducted business with DUT in the past 12 months?

☐ YES ☐ NO

If YES, provide details:

6. DIRECTORS / SHAREHOLDERS DETAILS

Full Name	ID Number	Tax Number	Employee Number (if applicable)

(Attach additional page if necessary)

7. DECLARATION

I, the undersigned, hereby declare that:

- The information furnished above is true and correct.
- I understand that failure to disclose conflicts may result in:

- Disqualification;
- Contract cancellation;
- Recovery of damages;
- Reporting to National Treasury.

Signature: _____

Name: _____

Position: _____

Date: _____

ANNEXURE I _ GOVERNANCE ACCEPTANCE SUMMARY PAGE

(To be signed once to cover all annexures)

I, the undersigned, confirm that:

- ☐ CSD compliance verified
- ☐ Tax compliance confirmed
- ☐ POPIA obligations understood
- ☐ Independent bid determination certified
- ☐ UIFW provisions acknowledged
- ☐ Ethical procurement obligations accepted
- ☐ Conflict of interest declared

I understand that false declarations constitute material misrepresentation.

Name of Bidder: _____

Authorised Representative: _____

Signature: _____

Date: _____