



TENDER DOCUMENT
TENDER NO: 202507 - 02

PROVISION OF TRAVEL MANAGEMENT SERVICES

Last date for Submission of Tender:

Friday 08th August 2025 12h00 PM
(Central Africa Time (CAT) +0200 UTC)
(Late submissions will not be accepted)

Place of Submission of Tender Document:

Documents should be forwarded via email to the contact person.

Contact Person:

Merry Kache
Sourcing Specialist
KacheM@bankwindhoek.com.na
+264 61 299 1638

Details of Tenderer:

Name:	
Registration /Identity Number:	
Contact Person:	
Postal Address:	
Physical Address:	
Telephone:	
Email:	

1. SCOPE

- 1.1 The objective is to appoint a Tenderer to provide the **Capricorn Group (the Group) Travel Management Services** in line with the specified requirements under **ANNEXURE A: SPECIFICATIONS IN RESPECT OF SERVICES AND PRODUCTS**. The provision of high-quality services at a reasonable fee is a critical success factor.
- 1.2 The selection of suitable suppliers will be based on the following criteria:
- a) **Proposal quality in terms of the Group's requirements** *[Suitability of proposal in terms of technical requirements; quality and robustness of proposed; Customer Data Protection; Innovation and recommendations that could provide strategic value beyond the basic requirements]*
 - b) **Reporting and Data Management** *[Data reporting, Automation of data management; and benchmark performance, trend analysis, and data interpretation; customisation]*
 - c) **Client references and experience** *[Recency of customer references with similar projects; experience in implementing projects of similar scale and complexity; client's testimonials; relevant credentials, portfolio; market presence; Local or offshore resources; possibility of long-term partnership]* **The Group could elect to contact and/or visit the Tenderer's references.**
 - d) **Cost Structure and Financial Viability** *[Overall cost-effectiveness of the proposal, set-up costs; transparency of the pricing model; financial stability to support long-term partnership expectations; compliance with requirements under Section 3 INSTRUCTIONS FOR SUPPLYING PRICING]*

2. SIGNATURE AND LODGEMENT OF TENDER

The Tender document must be signed by the Tenderer and will be automatically disqualified if this provision is not complied with. Tender submissions must be made in PDF format via email, with the subject:

TENDER NO 202507 - 02 TRAVEL MANAGEMENT SERVICES

2.1 The tender files should be clearly split and marked as follows;

- a) Signed Tender Document
- b) Company Documents
- c) Technical proposal
- d) Commercial proposal
- e) References

3. INSTRUCTIONS FOR SUPPLYING PRICING

The Tenderers are requested to submit a breakdown of their pricing and cost components for services set out in this document and its **Annexure(s)**. The breakdown should align with the proposed approach, implementation schedule, clearly articulating the recommendations that will meet the scope as well as the terms of this brief.

- 3.1 All prices shall be presented in Namibian Dollars (N\$) or South African Rand (ZAR) to ensure consistency with the Group's financial planning and eliminate currency fluctuation risks.
- 3.2 The prices should be Value Added Tax (VAT) exclusive.
- 3.3 Pricing should show the following separately:
 - Full project costs
 - Contingencies
- 3.4 Cost Justification:
 - Provide justification for the pricing presented, particularly how the costs align with the value delivered by the proposed services.
- 3.5 Transparency and Completeness:
 - All pricing and commercial terms must be presented in a clear, unambiguous format. Proposals should include a declaration of any assumptions, exclusions, or conditions that the pricing is contingent upon.
- 3.6 The total price shall be deemed to include any matters necessary for the successful execution of the required services.

The Group will use all information to assist it in choosing SUPPLIER(S), hence a complete response by your company is imperative.

4. ENQUIRIES AND NOTIFICATION TO TENDERERS

- 4.1 All enquiries regarding the tender are to be addressed to the contact person in writing via e-mail on or before Friday, **1st August 2025**.
- 4.2 The Group may, for any reason, whether on its own initiative or in response to clarification requested by an invited Tenderer, amend the tender. Any amendment request(s) shall be issued in writing through Addenda. The Group may, at its discretion, extend the deadline for the submission of proposals.
- 4.3 The Tender Administrator shall inform all shortlisted Tenderers of the outcome of their tenders in writing.

5. ELIGIBLE TENDERERS

This is an **Open Tender**.

The following must accompany the Tenderer's response to the Tender:

- a) Certified copy of company registration certificate.
- b) Certified copies of Identification documents of Directors/Owners;
- c) Certified copies of valid good standing certificates from NAMRA and the Social Security Commission;
- d) Certified copy of BBEE Status report or NPPC Certification if available (Preference will be given to Black Economic Empowered Suppliers)
- e) Proof of Registration by Namibia Tourism Board, International Air Transport Association, Association of Namibia Travel Agents, NAMFISA, Association of South African Travel Agents
- f) Business Continuity Plan/Disaster Recovery Plan
- g) Minimum of 3 reference letters (Must be on a company letterhead, not older than 24 months)
- h) Financial Good Standing from the Bank

The above is a mandatory requirement and failure to submit the required documentation or information could result in an automatic disqualification of the Tenderer. Should the Tenderer not have any or one of the listed-out documentation, such should be clearly specified in the submission.

Note: The copies certification should not be older than 3 months

6. ACCEPTANCE OF AND FINALITY OF AWARD

The Group will not be bound to accept the lowest or any tender, furthermore the Group has the discretion to decide, evaluate, award, contract or reject any or all tenders without providing any reason therefore, and is not bound to request clarification on any information provided in the tender or any other documents submitted by the Tenderer. The decision regarding the award of the tender made by the Group will be final and the Group will not be compelled to provide any reasons for such a decision.

7. VALIDITY OF PROPOSAL

Proposals shall remain valid for a period of ninety (90) days from the closing date of the submission of proposals, during which period they may not be amended or withdrawn unless a written request is made by the Group for additional information

8. PARTIAL AWARD

The Group reserves the right to split the award and will not be compelled to provide reasons for any such act.

9. SERVICE LEVEL AGREEMENT

A Service Level Agreement ("SLA") herewith also referred to as the contract will be signed with the successful service provider(s).

10. TERMINATION FOR DEFAULT

- 10.1 The Group may, without prejudice against any other remedy for breach of contract, by written notice of default sent to the Tenderer, terminate the contract in whole or in part if:
 - 10.1.1 The Tenderer fails to deliver any or all of the obligations within the time period(s) specified in the contract, or any extension thereof granted by the Group.
 - 10.1.2 The Tenderer fails to perform any other obligation(s) under the contract.

11. TERMINATION FOR INSOLVENCY

The Group may at any time terminate the contract by giving written notice to the Tenderer without compensation to the Tenderer, if the Tenderer becomes bankrupt or otherwise insolvent.

12. INAPPROPRIATE BEHAVIOUR

- 12.1 The Group reserves the right to exclude Tenderers, for a fixed period, from participating in the Group tenders as well as to cancel existing tenders or contracts in the following instances:
 - 12.1.1 Poor performance by the Tenderer.
 - 12.1.2 Bribery by the Tenderer of any employee of the Group or any of its subsidiaries in relation to the obtaining or execution of a contract.
 - 12.1.3 Acting fraudulently or in bad faith towards either the Group or any other public body.
- 12.2 Any restrictions imposed on the Tenderer by the Group shall also apply to any other enterprises, with which the Tenderer's is actively associated.

13. BREACH

In the event that the Tenderer:

- 13.1 Withdraws the tender after the due date as advertised,
- 13.2 fails to sign a contract within the period stipulated in the tender, after receipt of notification of acceptance of the specific tender and subsequent request to do so, or
- 13.3 fails to fulfill terms of the contract after being called upon to do so, clause 14 will apply.

14. PENALTIES

- 14.1 In addition to any other remedies the Group may have, it may also impose the following penalties on the Tenderer:
 - 14.1.1 Withdraw the tender or cancel the contract that may have been entered into between the Tenderer and the Group.
 - 14.1.2 Hold the Tenderer liable for any expenses incurred in respect of such withdrawal or cancellation or in respect of having to accept any less favorable tender.

14.1.3 Hold the Tenderer liable for any costs incurred by inviting new Tenderers.

15. DELIVERIES

15.1 It is required that the successful Tenderer must deliver and maintain all services in terms of this tender. The Group, upon delivery and after inspection, may reject the services in whole or in part if, in its opinion, they are not in all respect in accordance with the contract. The Tenderer shall not charge or be paid for services rejected.

15.2 The Group will not be held liable for any cost incurred by the Tenderer while preparing, responding, negotiating the contract, or due to any visits to the Group offices or sites.

16. ARRANGEMENT FOR PAYMENT

Payment by the Group will be made within 30 (Thirty) days after satisfactory delivery or receipt of invoice commissioning payment, whichever occurs at the latest.

17. AMENDMENT OF PRICES

All prices as provided must remain firm for the duration of the contract. In the event that the appointed suppliers are not in the position, for whatever reason, to provide the supplies at said fixed prices, quotations will be obtained from appointed and independent suppliers alike where after the Group may select any of the quotations provided, after due consideration of the criteria stipulated in paragraph 1.2 hereof.

18. NEGOTIATION

The Group has the prerogative to enter into price negotiations with any Tenderer, during the process of selection, in order to ensure the lowest prices. An amended **Annexure A** may then be requested, if so required.

19. UNCONDITIONAL TENDERING

19.1 Tenders shall be submitted unconditionally. Any tender qualified by the Tenderer's own condition shall not be accepted.

19.2 All tenders are subject to the conditions contained therein as derived from the Tenderer's own conditions shall not be accepted.

20. AMENDMENT OF TENDERS

20.1 At any time up to the last date for receipt of bids, the Group may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Tenderer, modify the tender document by an amendment.

- 20.2 The amendment will be communicated in writing, by mail, to the prospective Tenderer's who have received the tender documents and will be binding on them.
- 20.3 In order to afford prospective Tenderer's reasonable time or otherwise for any other reason, in which to take the amendment into account in preparing their bids, the Group may, at its discretion, extend the last date for the receipt of bids.

21. LITIGATION

The Group shall at its discretion be entitled to institute any proceedings arising out of this document in any magistrate Court having jurisdiction over the Tenderer whether or not the amount claimed in any dispute exceeds the jurisdiction of such court. Notwithstanding the foregoing, the Group shall be further entitled to institute any proceedings arising out of this document in the High Court of Namibia. The Tenderer hereby consents and submits to the jurisdiction of that Court. All notices and processes to be issued or served in terms of this document shall be deemed to be and served if delivered or posted by registered post to the address set out on the front page hereof.

22. CONFIDENTIALITY

- 22.1 All information provided by the Group will be treated as Confidential Information, including information that has not been expressly identified as being confidential, including but not limited to: information disclosed verbally, in writing or by any other means, exchanged as part of the tender or any analysis, compilation, study, summary, extract or in a document of any description, developed by The Group, relating to any of the information previously mentioned.
- 22.2 Pursuant to this tender document, the signatory agrees to:
- a) Only use the information for the purpose for which it was intended i.e. for the development and submission of their bid and the rendering of services in the event that the contract is awarded to them.
 - b) Limit, as much as possible, the number of people who will have access to the information, whether or not it has been identified as being confidential.
 - c) Take responsibility before the Group for the use of the information for any other purpose than that for which it was intended and for any persons given access to the information, taking responsibility for any liquidated damages incurred as a result of the failure to meet this obligation.
 - d) Not reproduce or modify the information or, in general, to use it for any reason other than that for which it was obtained or provided.
 - e) Maintain the secrecy of all of the information and not reveal it, in part or in its totality, to any physical or legal persons apart from those managers, employees and advisors participating in the bid actively and directly, appointed by the tenderer.
 - f) To not disclose anything by any means of any form of communication nor to publish any of the information obtained as a consequence of rendering services, without the written consent of the Group, issued in

advance, unless required to do so by court order or legal obligation, in which case the Group should be notified immediately of the cessation and revelations that have taken place.

- 22.3 All obligations established in this tender document will remain valid throughout the duration of the bid and, in the event of them being awarded the contract, throughout the period during which the Tenderer renders their services.
- 22.4 The Tenderer is responsible for all liquidated damages that may arise as a result of the partial or total breach of any of the obligations established in this tender document.

23. SUBSEQUENT AGREEMENT

Subsequent to the acceptance of the applicable tenders and appointment of suppliers as envisaged in terms of paragraph 1 hereof an agreement will be entered into between the Group and the appointed suppliers within one month from the said appointment. Failure on the part of the supplier to sign said agreement after having been called upon to do so constitutes a breach of this agreement.

24. AGREEMENT

I/We hereby tender for the supply of the **services** as indicated in **this document and its Annexures**, subject to the conditions as indicated in this document with which I/we acknowledge myself/ourselves to be fully acquainted.

SIGNATURE OF TENDERER:

CAPACITY OF SIGNATORY:

NAME OF SIGNATORY:

DATE:

ANNEXURE A

SPECIFICATIONS IN RESPECT OF SERVICES AND PRODUCTS

1. INTRODUCTION

Capricorn Group Limited (the Group) is a Namibian-owned Group listed on the Namibian stock exchange, comprising of various subsidiaries. It competes in the Personal, Wealth and SME/ Commercial/ Corporate banking segments within the Namibia and Botswana markets.

The Group is looking to engage a travel management service provider capable of delivering comprehensive travel solutions tailored to meet its organizational needs.

2. CONTEXT / TECHNICAL REQUIREMENTS / SPECIFICATIONS FOR THIS RFP

2.1 Context

In terms of service configuration, the travel management services proposals should cover all services that a Travel Management service provider would typically provide, such as, but not limited to, reservations of: air travel, hotel, car rental, transfers/shuttle services, train, bus, ferry, visa applications, and processing airline refunds in respect of domestic, regional, and international travel.

Services should include after-hours emergency support, global services, loading on systems, and driving the preferred supplier strategy, including booking against the Group's negotiated rates, and where the Group's rates are not available, the Travel Agency should extend their negotiated rates to the Group.

2.2 Technical Requirements

The Group's vision for travel is to have a Travel Management service provider that conforms to best practice providing a cost-effective process with an efficient travel booking procedure including an end-to-end seamless reconciliation process.

Given the information provided on the travel volume, please propose a service configuration that will best address the service requirements of the Group.

2.2.1 Online Booking Tool - the Tenderer is required to indicate in their proposal whether an Online Booking Tool (the online tool) is included in their offering. It must be clearly stated whether the online tool forms part of the integrated travel management solution or is offered as a separate package. Where the online tool is available, the following information must be clearly detailed in the submission:

- System Description and Capabilities
- Implementation and Adoption Plan
- System Integration Requirements

Provision of Business Travel Management Services to consist of but not limited to the following;

- a) Air, Hotel/Lodge and car reservations
- b) Traveller profile management
- c) 24-hour emergency services
- d) Management reporting
- e) Reconciliation of Travel Lodge Card Billing
- f) Tracking of unused, refundable and non-refundable e-tickets
- g) Account management
- h) Visa processing
- i) Quality control
- j) Agency service performance monitoring and reports
- k) Assisting with Supplier negotiations and maintaining of contracts
- l) Leisure travel service offered to employees
- m) Online Booking Tool facilities (If any)
- n) The Tenderer should be registered with the following entities;
 - NTB (Namibia Tourism Board)
 - IATA (International Air Transport Association)
 - ANTA (Association of Namibia Travel Agents)
 - ASATA (Association of South African Travel Agents)
 - NAMFISA

2.3 Implementation information and timelines

The Tenderer is required to provide a detailed implementation plan for this project in their proposal, which should address the following elements:

- Project Timelines: Outline key milestones and completion dates
- Action Points and Responsibilities – Specify action steps and assign responsible parties, including any required involvement from the Group.
- User Training – Describe the approach for training users, including how it will be facilitated and any associated costs.
- Traveler Profile Creation/Upload: Clarify the process of creating and uploading traveler profiles.
- Handover Timelines and Requirements: If applicable, provide details on the handover process, including timelines and specific requirements.
- Risks and Challenges: highlight any potential risks and/or challenges associated with the project.
- Implementation Costs: Indicate whether there are any costs associated with the implementation

2.4 Compliance with relevant Policies

The Tenderer must describe how their proposed services will encourage and address Policies' adherence whether travel is booked online or offline (traditionally through a travel consultant).

3. PRODUCTIVITY AND OPERATIONAL PERFORMANCE

The Tenderers must elaborate in the proposal on their company's current measurement principles of how productivity and operational performance is measured for consultants and company performance, i.e., turnaround time, adherence to Travel Policy, offering cheapest rate/fare of the day, etc. and how such will be executed as part of their proposal.

4. REPORTING (TRAVEL DATA / BUSINESS INTELLIGENCE)

4.1 The Tenderer should be able to provide the Group with data as required, and this data will be utilised to produce reporting for internal stakeholders, with the following reporting objectives:

- What travel type(s) occurred within the same trip e.g. Air, Accommodation, Car hire
- For flights booked separately a link to show that it is a part of the same trip
- Who booked, when they booked and how they booked (online, telephonically etc)
- Who approved when they approved and how they approved the travel
- Missed/Declined Savings
- Missed Approvals (approved too late that booking was lost)
- Who travelled, where they travelled from/to and when they travelled
- Number of transactions per Traveller/Booker/Approver/Cost centre
- Number of travellers per airline/cost centre
- Distance travelled per leg
- Number of flights/trips/accommodation/cars hire per traveller/cost centre
- Number of legs per traveller/cost centre
- Number of days/nights away per traveller/cost centre
- Number of days/nights away per travel type (Air/Accommodation)
- Spend per airline/traveller/country/continent/cost centre/day/month/year
- Declined savings per airline/traveller/cost centre/day/month/year

4.2 Further reporting will be required from the Tenderer relating to sustainability and environmental awareness reporting. Key aspects of sustainability reporting:

Data points to be captured:

- Flight details: travel class; long or short haul classification; distance travelled – recognizing that we would eventually want to capture more data, these can also be considered (aircraft type and model; number of passengers; fuel type)
- Hotel information: energy consumption, hotel size and type (hotel emission factor); Energy source; duration of stay; type of room and service used; occupied room size
- Motorized transport: vehicle type; fuel type; distance travelled; car occupancy rate
- Employee travel: vehicle type; fuel type; distance travelled; car occupancy rate

Metrics to be calculated:

- Total emissions associated with each flight
- Total emissions associated with hotel stay
- Total emissions associated with motorised transport
- Total emissions associated with employee travel

5. FY 2024 TRAVELING DATA

The approximate travel transactions for between the period of July 2023 and June 2024 were as follows:

Travel Type	Location	No. of Transactions
Air	Domestic	55
	International	387
	Regional	224
Transport/Car Hire/ Shuttles	Domestic	316
	International	6
	Regional	150
Accommodation	Domestic	77
	International	387
	Regional	224
TOTAL		1826

6. PROPOSAL PRESENTATION

The shortlisted Tenderers could be invited to present their proposal (including a demo) via Microsoft Teams to the Tender Committee, and should that be the case, the Tenderers would be expected to ensure that all documentation and presentations are of a high-quality standard that is suitable for a wide range of audiences and purposes.

TEMPLATE: EXPERIENCE

The Tenderer should provide details of previous project(s) from less than two years ago that is similar in nature and value to the one required through this tender.

1. The role of Tenderer on the detailed past projects must be similar but not limited to what its role will be for this tender.
2. The requisite information should be provided in the format as prescribed below. Where different options have been provided, an X must be placed in the appropriate box.
3. The Tenderer is required to include case studies that demonstrate their success in travel management for other clients as part of its submission as it pertains to the presentation of experience.

PROJECT EXPERIENCE					
Project Name					
Type of Project					
Role on Project					
Duration of Project					
Period of Involvement					
Total Project Value	NAD/ZAR million	NAD/ZAR million	NAD/ZAR million	NAD/ZAR million	NAD/ZAR million
	<5	5-20 X	21-50	51-100	>100
Name of Client Contact Person Contact					