

ATNS/RFP03/09/2026/27/BS-TRAVEL MANAGEMENT-Rx-Ad					
Appointment of a Travel Management Company to provide Travel Management Services to Air Traffic and Navigation Services (ATNS) for a period of five (5) years on an as and when required basis					
Number	Question/Clarify Date	Name of the Company	Paragraph No. Bid Document	Questions	Response
1	29 September 2026	Figame.com Travel Organisation LTD	9.1	Section 9.1 requires a SARS Tax Compliance PIN with no stated exemption, while the SBD1 Foreign supplier questionnaire allows exemption if the bidder has no RSA residency/branch/permanent establishment/income/tax liability. Does that exemption also apply to the Administrative Requirements in Section 9.1, or is it a SARS PIN mandatory regardless of the bidder's foreign status?	Section 9.1 requires that the requirement in Section 9.1 must be read together with the Questionnaire to Bidding Foreign Suppliers contained in SBD1. When a foreign bidder answers "No" to all the questions in the Foreign Supplier Questionnaire, and is therefore not required to register for a South African Revenue Service (SARS) Tax Compliance Status (TCS) PIN, the requirement to submit a SARS TCS PIN will not be applicable to such bidder. Where the foreign bidder is required to register for tax purposes in South Africa, the bidder must comply with the applicable SARS requirements and obtain a Tax Compliance Status PIN.
2	29 September 2026	Figame.com Travel Organisation LTD	30	What is the exact process for registering on the Central Supplier Database (CSD) for a company without an RSA company registration number or ID numbers? Is there a dedicated pathway for foreign suppliers?	Yes, The CSD has a specific registration pathway for international/foreign suppliers, so a foreign company does not need a South African company registration number or South African ID number merely to create a CSD registration. National Treasury publishes a dedicated CSD International Supplier User Guide for this purpose. Go to www.csd.gov.za and select Register. The person creating the account must provide a valid email address and cellphone number. International cellphone numbers are supported. For further information, please contact National Treasury.
3	29 September 2026	Figame.com Travel Organisation LTD	12.1	Is a remote/Video-conference demonstration acceptable for foreign bidders without office in South Africa, or is the physical site visit by the Bid/Evaluation Committee strictly mandatory? If mandatory, who bears the committee's travel costs?	ATNS reserves the right to conduct due diligence to verify information submitted by bidders. For bidders located outside South Africa, a remote or virtual demonstration may be accepted where it adequately demonstrates the required facilities, systems and capabilities. Where a physical site verification is considered necessary, such arrangements will be communicated to the shortlisted bidder during the evaluation process.
4	29 September 2026	Figame.com Travel Organisation LTD	10.3.(d)	Please confirm that use of a third party's IATA licence (e.g. a partner/consortium member) is acceptable – and if so, must that third party be South African, or is international IATA accreditation acceptable?	Yes, The use of a third-party IATA licence is permissible, provided that the bidder submits a valid IATA certificate together with a formal signed agreement between the bidder and the IATA licence holder confirming the arrangement. The IATA accreditation may be held by either a South African or an international entity. The bidder remains responsible for compliance with all bid requirements.
5	29 September 2026	Figame.com Travel Organisation LTD	37	Which specific professional bodies or accreditations are required under this clause (e.g. IATA or equivalent)? Are European/International equivalents accepted (e.g. HATTA in Greece)?	No additional professional body registrations are required other than those specifically stated in the bid document. ATNS will evaluate and verify compliance based solely on the mandatory requirements and supporting documentation stipulated in the RFP. Equivalent international accreditations may be submitted where relevant; however, compliance will be assessed against the requirements expressly set out in the bid document.
6	29 September 2026	Figame.com Travel Organisation LTD	GCC#7.1	What is the exact percentage or amount of the performance security bond referenced as being specified in the SCC7.1 as a separate Special Conditions of Contract document available to bidders?	The General Conditions of Contract refer to a performance security amount that would ordinarily be specified in the Special Conditions of Contract (SCC). However, no specific performance security value or percentage has been prescribed in this RFP. Accordingly, bidders are not required to provide for a performance security amount at the bidding stage. ATNS shall communicate should information be required.
7	29 September 2026	Figame.com Travel Organisation LTD	General / Volume 1A	Is a bid security (as opposed to performance security post-award) required at the time of bid submission?	No bid security is required for this RFP at the time of bid submission.
8	29 September 2026	Figame.com Travel Organisation LTD	Volume 1C - Price Declaration / SBD 3.3	Please confirm all pricing and payments must be strictly in ZAR. Is there any provision for exchange-rate adjustment for a Greek/European bidder with EUR-denominated costs?	All pricing submitted in response to this RFP must be quoted in South African Rand (ZAR), inclusive of all applicable taxes. The RFP does not make provision for exchange-rate escalation or adjustment due to foreign currency fluctuations. Bidders are therefore required to account for any exchange-rate risks within their submitted pricing.
9	29 September 2026	Figame.com Travel Organisation LTD	GCC#6	Are payments made to a South African bank account, or can they be remitted to a European bank account?	ATNS' preferred payment arrangement is to a South African bank account. Where payment to an international bank account is required, the bidder shall be responsible for any additional bank charges, transaction fees, currency conversion costs or other related charges associated with such payment arrangement.
10	29 September 2026	Figame.com Travel Organisation LTD	General / Section 8 (Bid Submission)	Must all supporting documents (certificates, articles of association, financial statements) be translated and certified into English? Is an apostille or other legalisation required?	Supporting documents submitted in a language other than English must be accompanied by an English translation. This is necessary to enable a fair, transparent and consistent evaluation process. Bidders are responsible for ensuring that all submitted information can be assessed accurately by ATNS.
11	29 September 2026	Figame.com Travel Organisation LTD	10.6	Can the three required trade reference letters relate to clients outside South Africa/Africa (e.g. European organisations with 1,000 or more employees)?	Yes, Trade reference letters from clients located outside South Africa or Africa will be accepted, provided that the references are relevant to the required services and can be independently verified by ATNS. The references should demonstrate compliance with the mandatory experience requirements stipulated in the RFP.
12	29 September 2026	Figame.com Travel Organisation LTD	10.4	Must the three key personnel (Key Account Manager, Senior Consultant/Intermediate Consultant) be physically based in South Africa, or can they work remotely?	The proposed Key Account Manager, Senior Consultant and Intermediate Consultant are not required to be physically based in South Africa. ATNS acknowledges that travel management services may be delivered remotely, provided that the bidder can demonstrate the capacity to meet all service delivery, support, communication and contractual obligations contained in the RFP.
13	29 September 2026	Figame.com Travel Organisation LTD	4.8.27(c)	Can the required 24/7 call centre and help desk be operated from outside South Africa, provided that the bidder ensures continuous availability, accessibility and responsiveness in accordance with the service requirements stipulated in the RFP. Physical presence within South Africa is not a mandatory requirement for this service.	Yes, The required 24/7 call centre and help desk services may be operated from outside South Africa, provided that the bidder ensures continuous availability, accessibility and responsiveness in accordance with the service requirements stipulated in the RFP. Physical presence within South Africa is not a mandatory requirement for this service.
14	29 September 2026	Figame.com Travel Organisation LTD	Scope of Work #4 / Annexure A	What percentage of the estimated ~13,410 annual transactions is domestic (within South Africa) versus regional/international travel?	ATNS has provided estimated annual transaction volumes in page 12 Section 4.7 of the RFP. Bidders are required to utilise the information provided in the bid document for pricing and proposal preparation purposes. No further breakdown between domestic, regional and international travel beyond the figures contained in Section 4.7 is currently available.
15	30 September 2026	Ganet Moon Trading 4 Pty) Ltd's Nexus Travel	Annexure A - Transactional Pricing	Can we have 4 additional space for the below items: 1. Bill Back Fee 2. Invoice Processing Fee 3. Manual Upload Fee 4. Online Booking System Cost per Traveller	Considered and accepted. The pricing schedule will be revised to include the following additional line items: Bill Back Fee, Invoice Processing Fee, Manual Upload Fee, and Online Booking System Cost per Traveller. The amended pricing schedule will be issued and uploaded on the platform the Tender was advertised.
16	04 October 2026	TravelNetSoft	e-mail	We reviewed RFP ATNS/RFP03/09/2026/27/BS for travel management services and the requirement for an integrated online booking tool with GDS connectivity, profile and cost-centre management, approval workflows, reporting and ERP/financial integration. TravelNetSoft provides a modular travel technology platform covering: online booking and travel management user profiles, rates and approval workflows GDS/API integrations CRM/ERP workflows payment and reporting modules B2B/partner portals accommodation connectivity to 400,000+ hotels We understand that the mandatory briefing has already taken place. We would therefore like to ask whether TravelNetSoft may participate as a technology subcontractor or implementation partner to an eligible Travel Management Company that attended the briefing. If permitted, we can provide a concise technical capability matrix and platform demonstration for potential consortium or subcontracting arrangements	Kindly note that attendance at the compulsory briefing session is a mandatory requirement for the bidder, as stipulated in the RFP. Any bidder who did not attend the compulsory briefing session will be deemed non-responsive. The RFP does, however, make provision for bidding structures that include subcontractors. Therefore, a bidder that attended the compulsory briefing session may propose a subcontracting arrangement, subject to compliance with all applicable requirements and conditions stipulated in the RFP. Please note that the main bidder remains responsible for ensuring full compliance with all mandatory, administrative, technical and contractual requirements of the RFP, including the submission of the required documentation pertaining to any proposed subcontractor. The acceptability and compliance of any proposed subcontracting arrangement will be assessed as part of the formal bid evaluation process. ATNS is therefore unable to provide prior confirmation that a particular proposed arrangement will be accepted.