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TENDER NO	RFP SANAC 06/003/2022
DESCRIPTION	The Appointment of a Service Provider for the Travel Management Services for a period of three (3) Years
PUBLICATION DATE	24 JUNE 2022
CLOSING DATE AND TIME	25 JULY 2022 @ 11:00 A.M
BID VALIDITY PERIOD	120 DAYS FROM CLOSING DATE
DELIVERY OF BID RESPONSES	SANAC TRUST (ATTENTION: PROCUREMENT OFFICER): 333 GROSVENOR STREET; BLOCK E; 2 ND FLOOR HATFIELD GARDENS HATFIELD 0028

**TERMS OF REFERENCE FOR THE PROVISION
TRAVEL MANAGEMENT SERVICES AND RELATED SERVICES**

DEFINITIONS:

“Accommodation” means	Properties- Hotels, City Lodges, and suitable Bed & Breakfasts (B&Bs)
“SANAC Trust” means	South African National Aids Council Trust
“Road Transport” means	Car hire, point to point travel or transfers

1. SCOPE OF WORK

The SANAC Trust is a non-profit organization and requires a suitable travel agent to assist with travel and accommodation for its business, including the negotiation of rate, fares and subsequent cost savings for the organization. The travel agent must meet the SANAC Trust’s need for cost savings, be efficient and effective in their travel environment.

At a minimum the travel agent services must comply with the SANAC Trust’s travel policy (including air travel, road transport and accommodation) and manage traveller profiles, relating to the following:

- A workflow communication platform to be set up according to the organizations requirements
- The travel agent must submit travel documentation electronically to the travel booker and the traveller –by means of both SMS and email.
- A comprehensive library of reports (transactional and behavioural based) must be submitted as per the SANAC Trust’s requirements

2. METHODOLOGY AND APPROACH

The Travel agent will undertake the following tasks:

The provision of comprehensive travel arrangements on behalf of the SANAC Trust consisting of *inter alia* air travel, accommodation, road transport at discounted rates where possible; and other related services.

3. DETAILED SERVICES REQUIRED:

The travel agent will be required to:

- 1.1 Provide the necessary travel booking services and support;
- 1.2 Negotiate favorable and discounted rates for the organization with air travel, road transport and accommodation agents and implement them;
- 1.3 Provide a transparent and inclusive service fee structure;
- 1.4 Provide after-hours service;
- 1.5 Ensure timely notification to the SANAC Trust delegated official, consultants & stakeholder's travelers of airport closing, cancellations, or delays in flights;
- 1.6 Update the SANAC Trust regularly on cancellation policies and fees of airline and the other relevant travel agents;
- 1.7 Obtain any reimbursement which may be due on account of cancelled or reissued reservations and/or tickets, unless otherwise stated
- 1.8 Notify the SANAC Trust of air tickets for revalidation and/or reissue;
- 1.9 Ensure booking confirmations and payments, as required by the airlines and other relevant travel agents, are made;
- 1.10 Ensure prompt investigation and resolution on any complaints;
- 1.11 Provide detailed reporting on the services provided, discounts and benefits received, upon request from the SANAC Trust;
- 1.12 The travel agent shall keep abreast of and provide an information service to the SANAC Trust with regard to airport closings, carrier schedule changes, as well as all other alterations, safety conditions which may affect travel and new conditions affecting travel and to make appropriate adjustments for any change(s) in flight schedules prior to or during the traveler's official trip, if possible. When necessary, tickets and billings shall be modified or issued to reflect these changes.
- 1.13 The travel agent shall be given a copy of the SANAC Trust's travel policy and procedures and the travel agent will ensure that this information is complied with for all official travel.
- 1.14 Negotiated rates, deals and all corporate agreements must be communicated to the SANAC Trust and the purpose should be to book the cheapest in-policy fare of the day. The travel agent must be aware of out of policy bookings or any trip not booked at the lowest rate;

- 1.15 The travel agent must be able to create a temporary reservation with the suppliers and a requisition subject to approval based on Travel policy compliance
- 1.16 Travel itineraries must be generated for every approved travel request. This should reflect complete information on status of reservations on all carriers, road transport and accommodation. The travel Booker must be made aware of fare restrictions, post ticketing;
- 1.17 Pre – Ticket changes
- The travel agent must have the ability to make multiple changes to the travel requirements prior to the approval of the travel request.
- 1.18 Post Ticket changes
- If open tickets are unused two months prior to expiry, refunds must be applied for by the travel agent. The SANAC Trust must be provided with assistance to ensure limited loss as a result of post ticketing changes;
- 1.19 The travel agent must manage quality control issues and disaster recovery services for all bookings.
- 1.20 Payment and the Reconciliation Process
- All fees to be charged by the travel agent must be included in the bid document;
 - All invoices charged by the travel agent must be submitted to the SANAC Trust on a weekly basis but not later than thirty days of applicable travel date.
 - Account reconciliations will be done on a monthly basis by the SANAC Trust to ensure timely payment to the travel agent. A monthly statement must be submitted by the travel agent to the SANAC Trust by the seventh of every month.
 - All transaction charges and fees must be payable by the SANAC Trust within a thirty-day period from date of statement on receipt of all invoices. This is to ensure effective monitoring of expenditure and charges on the travel account;
 - A lodge card or credit card service will not be provided by the SANAC Trust;
- 1.21 Reporting
- Real time reporting and reconciliation of travel spend must be offered. The reports will be utilized to proactively advise management and assist in the reduction of respective travel expenditure.

The following reports must be submitted to the SANAC Trust on a monthly basis, by the seventh (7th) working day of the following month:

- Declined/missed saving opportunities
- Traveler behavior with regard to advanced bookings and last minute bookings
- Account payments made and outstanding
- Unused air tickets and cancelled bookings

1.22 Communication

- Travel itinerary emails must be sent to the travel booker and the traveler;
- The travel agent must accurately advise the travel booker of ticketing. Travel itinerary SMS alerts must be sent to the traveler;
- Communicate all the travel details and other relevant information every time reservations are made, in order to avoid cancellation of bookings.

1.23 Accommodation

- The travel agent must ensure that sufficient accommodation is available on their system to accommodate the SANAC Trust official, consultants or stakeholders travelling;
- The voucher/confirmation must clearly indicate the all-inclusive rate (Accommodation, meals, parking, etc.)
- Any additional request/s must be approved as per the SANAC TRUST travel policy.

1.24 Other services

- The travel agent shall indicate any special features, programs or services that would be beneficial to the SANAC Trust and its travelers.

1.25 Management reports

The travel agent shall provide the SANAC Trust with management information reports consisting, at a minimum, of the following:

- A concise quarterly narrative report of the travel agent's activities which shall be submitted to the SANAC Trust after the end of each quarter. This report should identify problems, if any, and recommend solutions. Suggestions to enhance the

service should also be included;

- A quarterly summary report (including year to date cumulative figures) of travel activity data and related services. This summary shall include all official travel activities with each airline based on value of the tickets. This report should also show a detailed analysis of the number of trips, most frequent city to city pairs, carriers used and savings achieved from the carriers, lowest fare available as well as missed/declined savings due to non-acceptance of the lowest fare.

These management reports should be submitted to SANAC Trust by the tenth (10th) working day after the end of the quarter.

- 1.26 The bidder and the SANAC TRUST set the reporting dates as part of the service levels in addition to the service levels stated in that section. The report package includes but is not limited to the following:

a. Travel

- i. After hours' Report;
- ii. Compliments and complaints;
- iii. Consultant Productivity Report;
- iv. Long term accommodation and car rental;
- v. Extension of business travel to include leisure;
- vi. Upgrade of class of travel (air, accommodation and ground transportation);
- vii. Bookings outside Travel Policy.

b. Finance

- i. Reconciliation of commissions/rebates or any volume driven incentives;
- ii. Creditor's ageing report;
- iii. Creditor's summary payments;
- iv. Daily invoices;
- v. Reconciled reports for Travel Lodge card statement;
- vi. No show report;
- vii. Cancellation report;
- viii. Receipt delivery report;
- ix. Monthly Bank Settlement Plan (BSP) Report;

- x. Refund Log; and
- xi. Open voucher report, and
- xii. Open Age Invoice Analysis.

1.27 Unused tickets/ vouchers and refunds

On a monthly basis, the travel agent shall notify the SANAC Trust of unused tickets/vouchers, no show and refunds for all returned airline tickets and accommodation vouchers.

1.28 Service standards

The travel agent shall, at all times, provide a polite, responsive, effective and efficient service to meet and fulfil the SANAC Trust's requirements. All queries, telephone calls, emails and correspondence should be answered and responded to, promptly.

1.29 Bookings turn around time

The service provider is expected to finalize the travel bookings within 24 hours of receiving the request and then confirming within 24 hours of receiving go ahead from SANAC trust

1.30 Performance evaluation and review

The travel agent shall, on a quarterly basis, meet with the delegated official/s of the SANAC Trust to discuss issues of mutual concern, to review the travel agent's performance and to discuss improvements which the travel agent or the SANAC Trust should make in order to achieve a more effective travel management service and greater savings.

The travel agent shall also discuss travel updates and other travel matters with the SANAC Trust. The travel agent must immediately make the SANAC Trust aware of major industry changes, which may have a broad impact on its travel policy or procedures.

1.31 Value Added Specification

The bidder must provide the following value added services:

- a. Destination information for regional and international destinations:
 - i. Health warnings;
 - ii. Weather forecasts;
 - iii. Places of interest;
 - iv. Visa information;
 - v. Travel alerts;
 - vi. Location of hotels and restaurants;
 - vii. Information including the cost of public transport;
 - viii. Rules and procedures of the airports;
 - ix. Business etiquette specific to the country;
 - x. Airline baggage policy; and xi.
 - xi. Supplier updates
- b. Electronic voucher retrieval via web and smart phones;
- c. SMS notifications for travel confirmations;
- d. Travel audits;
- e. Global Travel Risk Management; and
- f. VIP services for Executives that include, but is not limited to check-in support

1.32 Office Management

The bidder ensures high quality service delivered at all times to the SANAC TRUST's travelers. The bidder is required to provide SANAC TRUST with highly skilled and qualified human resources of the following roles but not limited to:

- a. Senior Consultants
- b. Intermediate Consultants
- c. Junior Consultants

- d. Travel Manager (Operational)
- e. Finance Manager
- f. Admin Back Office (Creditors / Debtors/Finance Processors)
- g. Strategic Account Manager)
- h. System Administrator (General Admin)

4. GOVERNANCE AND MANAGEMENT

4.1 All processes for bookings made by the travel agent must adhere to the SANAC Trust's policies and procedures, the PFMA and all other relevant legislation;

4.2 **Accreditation and affiliation-** The travel agent must ensure full compliance in respect of the following industry requirements:

- Fully accredited member of the International Air Transport Association (IATA);
- Fully accredited member of the Association of South African Travel Agencies (ASATA)

Copies of the certificates and proof, as mentioned above, must be submitted together with your bid proposal.

5. COMPETENCY AND EXPERTISE REQUIREMENTS

5.1 CAPACITY

The travel agent must have a dedicated, travel team with the capacity to deliver the required service to the SANAC Trust.

The travel agent is required to provide a company profile on the following:

- Profile of the organization including evidence of compliance with B-BBEE. The applicant must demonstrate commitment or provide evidence of meeting the requirement of Broad Based Black Economic Empowerment (B-BBEE);

- An overview of the key personnel to be used on the contract. Please note that the represented of the team is an important factor;
- Description of the current infrastructure arrangements (Organizational structure, systems, local and international networks etc.);
- The ability to implement the project in a cost effective way
- Location of the company

a. **EXPERIENCE**

The following should be submitted:

- Evidence of track record in similar assignments undertaken, duration, value, number of beneficiaries serviced;
- Three reference letters indicating an objective assessment of the quality of relevant and recent work undertaken by the potential travel agent and who will not be seen to be in a potential conflict of interest situation.

6. TIME LINE OF THE PROJECT

The duration of the contract will be for three (3) years from the date of appointment subject to a performance annual review. The 2nd and 3rd year will be subject to an evaluation of the 1st and 2nd year's targets that were achieved respectively.

7. QUALITY AND REPORTING REQUIREMENTS

The travel agent will report directly to SANAC Trust Delegated Official or to the delegated representative, as and when required. Qualitative management of the service and performance must be overseen by the travel agent.

8. EVALUATION PROCESS

The bids will be evaluated on the 80/20 principle with 80 points being allocated for price and 20 points allocated for B-BBEE, once the minimum functionality criteria are met. The evaluation will be based on:

Stage 1: Bidders Eligibility

Stage 2: Functionality Evaluations

Stage 3: Preferential Point System 80/20

RETURNABLE DOCUMENTS CHECKLIST	
<p>The bidder is to complete this table and to supply the necessary page references to the supporting documentation.</p> <p>A bidder failing to adequately provide any of the mandatory documents is automatically disqualified.</p>	
Legislative/Technical Documents	Compliance

<u>STAGE 1 - BIDDER ELIGIBILITY</u>			
1	All documents set out in this section has been provided and verified as completed and signed where required	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST
<u>STAGE 2A - SPECIFICATION ELIGIBILITY</u>			

2	Proposed management of all reservations/bookings to deliver the quality services at the specified service levels	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	
3	Proposed management of all group bookings (e.g. for meetings, conferences, events) to deliver the quality services at the specified service levels	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	
4	Proposed management of all directly negotiated rates to deliver the quality pricing	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	
5	Proposed management of all airline reservations to deliver the quality services at the specified service levels	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	
6	Proposed management of all after-hours and emergency services to deliver the quality services at the specified service levels	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	
7	Proposed management of communication at the specified service levels	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	

8	Proposed management of all finances to deliver the quality services at the specified service levels	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	
9	Proposed management of technology, management information, and reporting to deliver the quality services	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	

10	Proposed account management at the specified service levels	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	
11	Proposed management of value added services to deliver the quality services	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	
12	Proposed cost management deliver the quality services and the cost savings	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	
13	Proposed monthly, quarterly and annual review process	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	

14	Proposed office management	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	
17	Proposed conference event organisation management	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	
18	Evaluate the bidder on providing the right mix of face-to-face interactions with the Online Booking Tool	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	
19	Evaluate the bidder proposed team covers each of the business units requirement in terms of providing support within the geographical area	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	
21	Examine references provided to assess validity of statements made in technical including the risk areas set out in the written reference template	<input type="checkbox"/> YES <input type="checkbox"/> NO	RETURNABLE DOCUMENTS CHECKLIST	

The Bid will be evaluated in terms of functionality and preference point system which comprise of the following:

Evaluations Stage 1: Pre-qualification/ initial Screening process

In terms of National Treasury Instruction No.4A of 2016/2017 regarding the Central Supplier Database (CSD) all bidders must register on CSD to provide the following information to be verified through CSD:

- a) Business name, contacts details, email and address of the Bidder
- b) Business registration, including details of directorship and membership
- c) Bank Account holder information
- d) In the service of the state Declaration
- e) Identity Number of Shareholders
- f) Tender Default and restriction status and
- g) Valid BEE Certificate or Certified Commission of Oath BEE
- h) Any additional and supplementary verification information for this bid as may require by SANAC Trust.
- i) Additional Mandatory Requirements:

Complete bid documents	√
Completed, initialled and signed original bid, plus one electronic copy on a USB, all in one lever arch file	
Legal status of bidder	√
Ownership registration certificate if a business	
South African ownership of the business or South African citizenship if an individual	
Where the bidder is a consortium or joint venture, collaborative, the entities forming such a consortium should each provide their own documentation proving that they have met all of the mandatory requirements. Should an individual entity's submission not comply with the requirements, the consortium will be disqualified from the process. a) a copy of the agreement (constituting agreement) entered into between the consortium members	
Financial strength and viability	√
Audited financial statements for the past two (2) financial years (if the Bidder is a subsidiary of a holding company, the holding company's financial statements must also be submitted). (Recent Financials not older than 12 Months)	

Proof of bank account and related details (stamped, not older than three (3) months from date of submission)	
Tax compliance pin (which is compliant on the CSD Summary report)	
VAT registration certificate or valid exemption confirmation if applicable.	
Valid references	√
Minimum of three (3) references of current and previous contracts or purchase orders where work of a Travel management was supplied successfully	
Curriculum Vitae (CV)	√
CVs of all the Travel Consultants, Finance and Admin that will be executing the work	
CVs must show qualifications including any relevant training and experience	
ONLINE BOOKING TOOL	√
Bidders are required to demonstrate their online booking tool which include travellers Electronic self booking and app compatible which are compatible with cell phones.	

Evaluations Stage 2: Technical Evaluation

- a) Firstly, the proposals will be evaluated on functionality. An evaluation panel will allocate points (scale of 1 - 5) in respect of functionality according to the criteria set out on the functionality table.
- b) SANAC Trust Reserve the right to invite bidders for presentations: Verbal presentation will form part of the second stage; it will be expected of all the qualifying bidders to give verbal presentations on their proposals.
- c) Presentations Evaluations Criteria
- d) Bidders who obtained a minimum point of 70 out of 100 on Functionality will be shortlisted for presentations
- e) Bidders who obtained 70 on presentations will be evaluated on Price & BEE (refer to SBD 6.1 for Adjudication process on Price & BEE)

Proposals will be evaluated on a scale of 1–5 in accordance with the criteria below. The rating will be as follows:

- 1 = Very Poor
- 2 = Average
- 3 = Good
- 4 = Very Good
- 5= Excellent

Functionality Evaluations – Written Proposal

NO	EVALUATION CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	WEIGHT	Rating Scores
1	Demonstrable capabilities of the team who will undertake the project including the number of years in the Industry	Attach CV's of the Team: including Experience, qualifications and skills composition	20	1 = <1 year 2 = 1-2 years 3 = 3 -4 years 4 = 5-6 years 5 = 7 years and above
2	Evidence of track record in similar assignments undertaken (Manage Reservations and bookings)	Attach a minimum of three (3) Reference Letters for successful project in the last 5 years: Duration, value, number of beneficiaries serviced and Volume (including complex itinerary confirmations)	15	1 = Very Poor 2 = Average 3 = Good 4 = Very Good 5= Excellent

3	Manage Group Bookings (Describe your capability of Managing Group bookings, Meetings, Conference & Events) including the Afterhours and Emergency Services	Please specify if these bookings will be done by the Travel Management Consultant or Outsourced	15	1 = Very Poor 2 = Average 3 = Good 4 = Very Good 5= Excellent
	Technology, Management Information and Reporting	Describe the proposed booking tool e.g. Global Distribution system (GDS) , Online booking tool (OBT), Self-Booking Tool (SBT) also describe how you will manage data information and the Travelers profile	25	1 = Very Poor 2 = Average 3 = Good 4 = Very Good 5= Excellent
4	Financial Management	Indicate how you will implement negotiated rates and manage a 30 day account (Invoicing, Supporting document and Reconciliation)	25	1 = Very Poor 2 = Average 3 = Good 4 = Very Good 5= Excellent
	Total	Min threshold is 70 Points	100	

Presentations Evaluations

NO	EVALUATION CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	WEIGHT	Rating Scores
1	The ability and flexibility to provide		20	1 = Very Poor 2 = Average

	the required travel services	<ul style="list-style-type: none"> • An indication of the timeframe for proposed reservations to be held with participating transfer vendors, participating accommodation vendors, participating road transport vendors, Domestic mainline carriers, Domestic low cost carriers whilst a travel booking is pending approval without losing initial bookings and incurring further costs for the SANAC Trust • Indication of how a bill back facility will be supported by the travel agent • The ability of the travel agent to work with SANAC Stakeholders tight time frames and turnaround times • Ability of the service provider to Cater for travelers from rural areas 	(5 points per each question)	3 = Good 4 = Very Good 5= Excellent
2	Travel management implementation methodology	A project plan showing work breakdown: Implementation methodology to include <ul style="list-style-type: none"> - How the work will be managed; - Process and work flows; 	30 (5 points per each question)	1 = Very Poor 2 = Average 3 = Good 4 = Very Good 5= Excellent

		<ul style="list-style-type: none"> - How the travel agent will deal with crisis management? - What process works best for Travel Management Services? - How will your organization deal with change and large volumes - Do you audit travel including, no shows, or late comers, how do you do it and how long does it takes? 		
3	Technology	Demonstrate the proposed Online Booking tool system and how it will be implemented	20	1 = Very Poor 2 = Average 3 = Good 4 = Very Good 5= Excellent
4	Transactional Fees, Fuel Card and 30 days account.	<p>Explain your fees and the benefits that SANAC Trust will get in return, including but not limited to:</p> <ul style="list-style-type: none"> - Overall fees and benefits - Value Added Services, - Fuel Card; and - Insurance for the Travelers 	15	1 = Very Poor 2 = Average 3 = Good 4 = Very Good 5= Excellent
5	Travelers from Rural areas	How do you deal with travelers from very rural areas with difficult access to transport and why is your Travel Agency suitable for this Bid.	15	1 = Very Poor 2 = Average 3 = Good 4 = Very Good

				5= Excellent
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General conditions

The general conditions of the contract as per Part G of the bid document will be applicable to this proposal.

Special conditions

- a) SANAC Trust reserves that right to award work to one or more service providers.
- b) SANAC Trust reserves the right not to award the contract should it deem fit not to award.
- c) SANAC Trust reserves the right to contact any applicants to seek clarity on any matter included in the proposal documents.
- d) SANAC Trust reserves the right to appoint an independent auditor for financial auditing purposes.
- e) It will be expected of the successful service provider to sign a contract with SANAC Trust prior to the commencement of any work.
- f) The contract shall initially be valid from the date of signing of the service level agreement by both parties.
- g) The successful organisation will be paid upon the completion of phases or milestones set out in the project plan or as mutually agreed by SANAC Trust.
- h) Payment of invoices will be effected within 30 days after receipt of an invoice and a satisfactory detailed report (to be approved by SANAC Trust) from the service provider.

Responsibilities - SANAC TRUST travelers:

The officials in the SANAC TRUST, who are concerned with arranging travel, accommodation and venues & facilities (for meetings) must ensure that the bidder understands the SANAC TRUST Travel Policy, any directives on travel that have been issued, and the requirements of the travel procurement including:

- a. Official nature of the travel and accommodation or meeting requirements
- b. Departure and arrival points/dates and type of required travel
- c. Departure and arrival dates and type of accommodation required
- d. Any other specific requirements relating to the travel
- e. Facilities needed at venue e.g. Catering, Equipment, Entertainment, Accommodation and Parking
- f. Giving the travel agent approved booking forms as to authorize the relevant transactions.

Responsibilities – The Bidder:

The bidder is responsible for the following when making bookings for travel and accommodation:

- a. Maintain traveller profiles on their system to allow efficient travel management.
- b. Date, routes, airlines, passenger class, preferred seating and estimated costs for air travel which is in line with cost containment measures.
- c. Hotel facilities, location, availability for parking facilities, distance from airports, and public transport for accommodation.
- d. Suggest alternative arrangements timely if accommodation arrangements are impossible or if it can be proven that with deviations to original arrangements, financial savings can be realised.
- e. Confirmation of bookings via SMS to the user and issue of travel documentation after receipt of the approved booking form from the official who made the booking
- f. On time delivery to the relevant official in the SANAC TRUST, his or her nominee or point of delivery/collection, of the required travel documentation, for example air tickets, vouchers in respect of accommodation or car rentals (car rental applicable internationally)
- g. Venues and facilities for meetings: providing an all-inclusive quotation for all arrangements including (if required); Venue, Catering, Equipment, Accommodation and Parking.
- h. Timely submission of proof that the required services have been rendered and/or used, so that the SANAC TRUST can arrange payment, unless payment had been done via credit card or by the individual concerned. Such proof will include invoices, on which the required information is reflected.
- i. Timely submission of the required management reports.
- j. Names, addresses and telephone numbers of all branch offices and agencies, inside and outside South Africa, and agencies with whom liaison exists outside South Africa, must be made available upon request. The names and telephone numbers of personnel available on 24 hour basis must be made available to the SANAC TRUST.
- k. Ensure confidentiality in respect of all travel and accommodation arrangements concerning all staff members of the SANAC TRUST.

Successful service provider

- i) All resources, equipment's and technical skills will be the responsibility of the service provider; these may be sourced by the service provider at no cost to SANAC Trust and if not available outsourced to ensure successful execution of the project at a cost to the service provider
- j) The bidder provides travel services to all approved travelling on behalf of the SANAC Trust, locally and internationally including employees, Stakeholders, Consultants and

Donors who have agreed that the SANAC Trust is responsible for the arrangement and cost of travel.

- k) The bidder provides travel management services during normal office hours (Monday to Friday 8h00 – 18h00) and provide after hours and emergency services as stipulated in this document.
- l) The bidder familiarizes itself with the current SANAC Trust’s travel business processes, current travel suppliers, and negotiated agreements that are in place between the SANAC Trust, Stakeholders and Donors.
- m) The bidder assists with further negotiations for better deals with travel service providers.
- n) The bidder familiarizes itself with current SANAC Trust Travel Policy and implementations of controls to ensure the bidder compliances with the Policy as well as identifying where travelers make travel requires that are not in the policy

Disqualification criteria

Proposals will be disqualified if they fail to comply with all conditions as set out in this terms of reference.