



TRAVEL MANAGEMENT SERVICES

TERMS OF REFERENCE

The successful bidder will be required to provide travel management services. Deliverables include the provision of the following (**including online functionality for the activities listed below**):

1.1 BOOKING SERVICES

1.1.1. Reservations

- a) All bookings will be expected to comply with the Eastcape Midlands TVET College Travel Management Services policy, National Travel Framework, National Treasury cost containment measures related to travel and subsistence, and the agreed Services Agreement.
- b) All bookings must be made through preferred suppliers unless additional suppliers are required to be sourced in the specific area, in which case the bidder will recommend or source suitable suppliers.
- c) Three (3) quotes must be obtained for all travel requests.
- d) The bidder must have an in-depth understanding of all destination points and advise the travellers accordingly of the proposed routes for all travel. The successful bidder must be able to offer advice and alternative plans for consideration to the traveller(s) covering the accommodation, air travel, car hire, as well as anything else related to the proposed travel.
- e) Arrange and process changes to bookings.
- f) The bidder must submit all necessary travel documents to the traveller immediately once issued.

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1.1.2 Air Travel: Domestic and International

- a) The bidder must be able to book low-cost carriers.
- b) Only IATA accredited airlines must be used.
 - Book airline tickets: A minimum of three (3) quotes must be obtained for all travel requests. Where three (3) quotes cannot be obtained, approval must be sought from Eastcape Midlands TVET College.
 - The airline that provides the most cost-effective pricing or the lowest logical fare routing must always be proposed to Eastcape Midlands TVET College.
 - Airline tickets and other travel documents must be delivered electronically to the travellers as soon as it has been issued.
 - The bidder must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight, schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
 - The bidder must conclude Corporate Travel Agreements with airlines where there are no agreements between the airlines and the National Treasury.
 - Book parking facilities at the airports, where necessary, for the duration of the travel at no additional cost to Eastcape Midlands TVET College.

1.1.3 Accommodation: Domestic and International

- a) All domestic accommodation bookings must not exceed the prescribed maximum allowable rates as prescribed by the National Treasury.
- b) All accommodation bookings must be made with an establishment that is located as close as possible to the venue or office or location or destination of the traveller. This includes planning, booking, confirming, and amending of accommodation with any establishment (hotel group, private hotel, guest house or bed & breakfast).
- c) Bidder will source suitable accommodation bearing in mind the safety and accessibility for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by Eastcape Midlands TVET College.

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- d) Accommodation vouchers must be issued to all Eastcape Midlands TVET College travellers for accommodation bookings and must be invoiced to Eastcape Midlands TVET College monthly. Such invoices must be supported by a copy of the original accommodation charges.

1.1.4 Car/Shuttle Hire

- Bidder must book car/shuttle hire for Eastcape Midlands TVET College travellers.
- Bidder must have a process to manage traffic fines and ensure that all traffic fines are re-routed to the traveller.

1.1.5 Visa Applications

- Bidders must familiarise themselves with the visa requirements for official, diplomatic, and personal passports. The relevant visa and health information related to the country to be visited must be provided to the traveler.

1.1.6 After Hours and Emergency Services

- a) Dedicated and exclusive after-hours assistance for travellers must be provided.
- b) The bidder must provide after hours or emergency assistance at a local facility. A call centre facility should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to. This requirement must accommodate world time differences. When required by Eastcape Midlands TVET College, the bidder must be able to perform all travel management and related services after hours.
- c) The after-hours assistance staff must be able to send emails, and/or SMSs to communicate travel arrangements to the traveller and make external telephone calls to both domestic and international destinations.

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1.1.7 Management of Complaints and Resolution of Queries & Escalations

- a) The bidder must have in place a clear established queries, escalations and complaints management process which includes acknowledgement within 2 hours, investigation, and provision of a written report within three (3) business days indicating the root cause analysis of each incident and mitigation strategies to be implemented to prevent recurrence which must be sent to the Eastcape Midlands TVET College.
- b) The bidder has described how the queries and complaints resolution process will be handled within 24 hours.
- c) The bidder must provide feedback to the complainant and the Eastcape Midlands TVET College Travel Management Office Manager regarding progress in the resolution of the complaint, within the turnaround times specified by Eastcape Midlands TVET College.
- d) A detailed complaints and compliments register must be maintained by the bidder.

1.1.8 Efficient Communication

- (a) Ensure sound communication with all stakeholders, i.e., travellers, travel suppliers and Eastcape Midlands TVET College. It must be able to link the business traveller, travel co-ordinator, and travel manager in one smooth continuous workflow.
- (b) Bidder, together with Eastcape Midlands TVET College, to conduct quarterly strategic meetings and annual reviews.
- (c) On an ad hoc basis, the bidder may be required to conduct workshops/training to update Eastcape Midlands TVET College on new travel management trends, bidder's systems, and processes etc. at no cost to Eastcape Midlands TVET College.

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1.1.9 Manage Billing

- a) Implement and manage negotiated rates with travel suppliers.
- b) Enable savings on total annual travel expenditure and provide proof of same at quarterly reviews.
- c) Manage travel supplier accounts.
- d) Manage the processing of airline refunds.
- e) Eastcape Midlands TVET College utilises a wide variety of accommodation establishments country wide. The bidder will be required to offer a 30-day account (bill-back) facility to the accommodation establishments or pre-payment facilities as required by the establishments. Bill-back refers to the supplier sending the bill-back to the bidder, who, in turn, invoices Eastcape Midlands TVET College for the services rendered. Where pre-payments are required for smaller bed & breakfast/guest house facilities, these will be processed by the bidder. These are occasionally required at short notice and even for same-day bookings. Ensure travel supplier accounts are settled within 30-days or bi-weekly for Small Micro Medium Enterprises (SMME) suppliers.
- f) Manage the bill-back process for all travel service providers (i.e. Accommodation, car hire and shuttle companies). Submit electronic version of bill-back report.
- g) All pre-payments accounts for both domestic and international travel service providers must be kept up to date to avoid the any inconvenience to Eastcape Midlands TVET College travellers being disallowed to check-in.
- h) Ensure that all costs incurred due to the bidder's errors will be absorbed by the bidder.

1.1.10 Data management and information provision

- a) Provide a single consolidated information source for all travel related expenses with automated reporting tools. The Integration of travel costs into corporate financial and management accounting systems must be possible.
- b) Quarterly reports to be provided must include, but not limited to the following:
 - Travel Activities

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- Compliments and complaints register
- Long-term accommodation and car hire
- Productivity report (consultants)
- Domestic, Regional & international travel analysis reports
- Cost containment exception reports
- Accommodation exceeding prescribed National Treasury rates
- Car rental exceptions
- Air travel exceptions
- Out of seven (7) days advance travel bookings
- Top 10 travellers, domestic and international
- Monthly divisional dashboards, etc.

c) Data Extracts

- Monthly raw data extract
- Monthly data analysis reports

d) Finance

- No show reports (accommodation, car hire, and airline)
- Land arrangements
- Airline cancellations and refunds

1.1.11 Quarterly and annual reviews

- a) Quarterly reviews are required to be presented by the bidder on all Eastcape Midlands TVET College travel activities for the previous three-month period. These reviews are comprehensive and presented to Eastcape Midlands TVET College Procurement Division as part of the performance management reviews based on the service levels.
- b) Similarly, annual reviews are required to be presented by the bidder on all Eastcape Midlands TVET College travel activities for the previous twelve (12) month period.
- c) Consolidated savings report.
- d) Update on travel industry trends.

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1.1.12 Personnel resources

The required minimum resources from TMC to Eastcape Midlands TVET College accounts are as follows:

- A Head of Operations – to handle all escalations relating to Eastcape Midlands TVET College accounts.
- An Account Manager – to provide overall oversight on the Eastcape Midlands TVET College account and all Eastcape Midlands TVET College travel requirements.
- An Operations Manager – to manage day-to-day operations of all travel services for Eastcape Midlands TVET College.
- Admin back-office staff shared services – TMC to determine the number based on Eastcape Midlands TVET College volumes.

1.1.13 Other services

The bidder must provide the following services:

Additional Service Travel

a) Destination advice on, including but not limited to:

- Health warnings
- Weather of the respective destination
- Places of interest
- Cost and information of commuting on public transport
- Location of accommodation
- Rules and procedures of airports and/or the foreign countries
- Travel alerts
- Supplier and product updates

b) Electronic voucher retrieval via web and smart phones e.g., via app

c) System-generated SMS notifications for travel confirmations

d) Global Travel Risk Management detailed plan, including but not limited to:

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- Risk assessment
- Evacuation processes
- Traveller tracking

1.1.14 Value-added services

Travel services

- The bidder must propose value-add services which may include but not limited to the following: secure reliable and special travel services to maximize value for money for Eastcape Midlands TVET College e.g., parking, preferred seating, waitlist clearance, special meals, travelers with disabilities, forex, Visa requirements, Vaccination etc.

FUNCTIONALITY CRITERIA		POINTS ALLOCATED
Experience, Skills and Ability of Services Provider to fulfil EASTCAPE MIDLANDS 's requirements, experience in work of similar nature. The service provider must have at least 5 years' experience in the travel industry. Provide verifiable written references: - 3 Written verifiable references - 2 Written verifiable reference - 1 Written verifiable reference - No references - Irrelevant references EASTCAPE MIDLANDS TVET will verify the company references, and No points will be allocated to non-verifiable references	= 25 points = 15 points = 10 points = 00 points = 00 points	25
Personnel Resources The bidder to provide CV's of dedicated staff to Eastcape Midlands TVET College indicating experience in travel management environment:		30

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• Head of Operations (Minimum 5 years' experience) • Account Manager (Minimum 5 years' experience) • Operations Manager (24-hours availability) (Minimum 5 years' experience)	= 10 points = 10 points = 10 points	
<u>Project Execution Plan (PEP)</u> Provide a detailed project execution plan and travel services methodology - detailed programme plan including: • Explanation of standard operating procedures on handling travel reservations/bookings. • Management of complex itinerary. • Management of conferences, functions, event, inclusive of all required resources. • Management of invoices and payments. • Management of all refunds and non-refundable airline tickets (refund processes). • Management of queries and complaints resolution including management of escalations. • Approach to after-hours and emergency service requests.	= 10 points = 05 points = 05 points = 05 points = 05 points = 05 points = 10 points	45
NB: Online functionality on the above activities.		
Total points		100

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