

24. **PART 2: SCOPE OF WORK AND DELIVERABLES**

24.1 Scope of Work:

- 24.1.1 Arrange and book domestic and International accommodation for Univen key stakeholders (Council members, employees and students when necessary);
- 24.1.2 Arranging for visa applications and visas where necessary;
- 24.1.3 Providing specialised group travel arrangements;
- 24.1.4 Providing conference, related travel and accommodation arrangements;
- 24.1.5 Advising on relevant health precautions in lieu of selected travel destinations where applicable;
- 24.1.6 Maintaining University of Venda's frequent Traveller programmes e.g. SAA's Voyager;
- 24.1.7 Alerting and advising University of Venda on any other suitable corporate agreement on offer and any other travel related matters;
- 24.1.8 Preparing and arranging for delivery of travel tickets, vouchers and relevant documents;
- 24.1.9 Administrative and accounting services;
- 24.1.10 Providing travel services from 7:30 am to 17:00 pm during working days. Bidders must note that service will be required post the stipulated working hours;
- 24.1.11 Providing a contact number for 24 hours emergency services, services on weekends and official holidays as and when required;
- 24.1.12 Effecting unexpected changes to a travel plan or accommodation and;
- 24.1.13 Providing monthly reports on travel and travel spent, travel wasteful expenditure (no shows), if any; amongst other reports.

24.2 Lines of Communication

- 24.2.1 The Service Provider will work in close collaboration with designated University of Venda staff to ensure effective and efficient implementation of the project. The Service Provider shall work in close collaboration with designated University of Venda staff (both SCM and User Departments) to ensure effective and efficient implementation of the project;
- 24.2.2 A designated University of Venda staff list, the relevant approval levels as well as University of Venda's Travel Procedures and Policy shall be provided to the successful Service Provider after appointment of Service Provider;
- 24.2.3 4.3 Travel and Accommodation reservations include:
 - a) Domestic and International Air Travel;
 - b) Reservation, Ticketing and Itinerary;
 - c) For every duly approved travel request form, Service Provider(s) shall immediately source formal quotations (3 quotes) and make bookings and based on the lowest, acceptable fare and the most direct and convenient routing;

- d) In the event that required travel arrangements cannot be confirmed, Service Provider(s) shall notify the requesting party of the problem and present (3) alternative routings/quotations for consideration;
- e) Service Provider(s) shall promptly issue and deliver SMS and/or Email showing the accurate status of traveller's booking arrangements and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any change(s) in flight, train, bus schedules prior to or during the traveller's official trip. Tickets and billing shall be modified or issued to reflect these changes;
- f) Corporate air miles accumulated through loyalty programmes must be used to acquire air tickets;
- g) The appointed Service Provider(s) shall be expected to provide travel services from 07h30 to 17:00 during working days and after hours as the need arises;
- h) In addition, Service Providers shall provide for a 24-hour emergency service/ after-hours services, as well as for services during weekends and official holidays where emergency travel service is required;
- i) The employees of the Service Provider(s) must always be contactable by phone at any time of the day for emergency/ after-hours services purposes, over and above this, there must be a dedicated key accounts manager for the University at all times during the period of the contract;
- j) The Service Provider(s) shall provide both after-hours and emergency contact details;
- k) The official travel requirements for University of Venda employees shall be accorded the highest priority which must be timely and effectively processed;
- l) On exceptional cases official travel including new staff, participants in meetings, interviews and staff from other provinces must be arranged at short notice, thereby placing a premium on efficient and rapid communication in handling all travel related matters;
- m) Service Provider(s) shall accurately advise University of Venda of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- n) Service Provider(s) must ensure that all travelling staff have completed and approved travel documents for their journeys in sufficient time before departure;
- o) Air tickets shall be issued only on approved ticket of the International Air Transportation Association (IATA) or ticket of recognized and reputable airlines as approved by University of Venda;
- p) Service Provider(s) shall only act upon duly approved travel requests for official travel submitted by the responsible staff of University of Venda;
- q) Changes in Air Travel Arrangements: In case of changes occurring to the original travel arrangements, the traveller is to liaise with the Service Provider and make necessary arrangements, with the provision that such changes are confirmed in writing;

- r) The Service Provider shall provide all official travellers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Service Provider can offer these services.

24.3Hotels / other accommodation

- 24.3.1 The Service Provider shall reserve accommodation at the most economical rates without compromising standards. The Service Provider must consider accommodation providers where University of Venda already has preferential rates agreed upon with the establishments;
- 24.3.2 The Service Provider shall negotiate on behalf of University of Venda with accommodation providers at destinations where there is a need for University of Venda officials and/or representatives to be accommodated, irrespective of the area, on an ongoing basis;
- 24.3.3 Ensure bookings are in line with the UNIVEN Travel policy;
- 24.3.4 The Service Provider shall facilitate post-payment and make the necessary arrangements to confirm the reservation. UNIVEN does not prepay for such services;
- 24.3.5 The Service Provider shall be able to provide accommodation within a 10km radius from the place being visited by the traveller.

24.4Conference/ workshops

- 24.4.1 Service Provider(s) shall make bookings and amendments of conference arrangements with hotel groups, or other available establishments when required;
- 24.4.2 Service Provider(s) shall make bookings and amendments of conference arrangements with hotel groups, or other available establishments when required;
- 24.4.3 Negotiate discounts on standard tariffs or reduced tariffs with all available hotel groups, or other establishments once;
- 24.4.4 The Service Provider(s) shall make conference bookings in line with University of Venda's requirements.

24.5Exclusions

- 24.5.1 Exclusions will be based on the University Travel Policy which is available for bidders to peruse.

24.6Any other related service

- 24.6.1 Upgrading with respect to air travel, hotel accommodation for International travel, must be done under exceptional circumstances and in accordance to University of Venda's travel policy with due authorisation;
- 24.6.2 Any changes in ticket is not permitted without due authorization;
- 24.6.3 The Service Provider shall provide an information service to notify University of Venda staff and the traveller of such events as airport closings, cancelled or delayed flights,

trains, buses voyages and strike situations as well as of local political or safety conditions, which may affect travel to any particular destination;

- 24.6.4 The Service Provider shall provide an option between flexible and restricted tickets to travellers prior to confirming bookings;
- 24.6.5 The Service Provider shall assist University of Venda in obtaining visas. This assistance shall consist of providing forms and applications for visa requests, providing visa information to travellers, conducting visa assistance follow-ups, keeping appropriate records thereon, using and making arrangements for issuance of visas;
- 24.6.6 It remains University of Venda's responsibility to negotiate agency fees;
- 24.6.7 The Service Provider shall provide information on health, immigration clearance, foreign exchange control regulation and other government restrictions, and assistance in obtaining travel tax exemption certifications and entry visas to the country;
- 24.6.8 The Service Provider shall carry out investigation on any complaints from travellers and follow up recovery of lost baggage;

24.7 Payment Terms

- 24.7.1 The Service Provider may be issued with a lodge card to be used when making bookings if deemed necessary by University of Venda;
- 24.7.2 Accounts shall be paid thirty (30) Days after receipt of the first month end statement;
- 24.7.3 Bill-back vouchers must be invoiced on a monthly basis;
- 24.7.4 Tax invoices for air tickets are to be provided on a monthly basis to University of Venda reflecting payments from University of Venda.

24.8 Travel Management Reports

- 24.8.1 The Service Provider must provide travel management reports on a monthly basis to University of Venda and PURCO SA to address issues which may arise. Travel management reports must include:
 - 24.8.1.1 Detailed air travel report;
 - 24.8.1.2 Hotel and accommodation report
 - 24.8.1.3 Vehicle rental report
 - 24.8.1.4 Cost savings report.
 - 24.8.1.5 Customised – Developed on request
- 24.8.2 Provide a single consolidated information source for all travel related expenses with automated reporting tools
- 24.8.3 The Service Provider shall provide a sample of the management report with the tender submission.

24.9 Service Level Agreement

- 24.9.1 The successful bidding company shall be required to sign a Service Level Agreement (SLA) to commit to the agreed Service Delivery Standards.

24.10 Quality Assurance

- 24.10.1 The Service Provider is expected to maintain a quality assurance and improvement programme that covers all aspects of the Travel Management service and other services it provides and continuously monitors its effectiveness;
- 24.10.2 The cost of quality assurance will be regarded as included in the tendered fees;
- 24.10.3 The Service Provider(s) reserves the right to conduct control surveys among frequent travellers;
- 24.10.4 All procedures and working papers must be made available on request within one working day to University of Venda;
- 24.10.5 Service Provider relations: The Service Provider(s) shall work closely with University of Venda to determine the best carrier and this will be determined based on the cost of the ticket when making reservations;
- 24.10.6 The Service Provider(s) shall maintain excellent relations with all carriers for the benefit of University of Venda.

24.11 UNIVEN Personnel Responsibilities

The officials in University of Venda, who are requesting the travel arrangements, accommodation and venues & facilities (for meetings), will ensure that the business procedural requirements are understood. In this regard, the following would be considered:

- 24.11.1 official nature of the travel and accommodation or meeting requirements;
- 24.11.2 departure and arrival points/dates and type of required travel;
- 24.11.3 departure and arrival dates and type of accommodation required;
- 24.11.4 any other specific requirements relating to, for example, passenger class in aircraft to be provided, vehicle rental etc.;
- 24.11.5 facilities needed at venue e.g. Catering, Equipment, Entertainment, Accommodation and Parking;
- 24.11.6 provision of the purchase order authorizing the relevant transactions;
- 24.11.7 signing of the invoice submitted by the Service Provider(s) as proof that the required service was rendered.

24.12 Service Provider Responsibilities

- 24.12.1 The Service Provider must consider the following when making bookings:
 - 24.12.1.1 date, routes, airlines, passenger class, preferred seating and estimated costs for air travel which is in line with cost containment measures;
 - 24.12.1.2 hotel facilities, location, availability of parking facilities, distance from airports, public transport, etc., for accommodation;
 - 24.12.1.3 alternative arrangements must be suggested timely if accommodation arrangements are impossible or if it can be proven that with deviations to original arrangements, financial savings can be realised;

- 24.12.1.4 confirmation of bookings via SMS and/or email to the user and issue of travel documentation after receipt of the purchase order from the University of Venda official who made the booking;
- 24.12.1.5 on time delivery to the relevant official in University of Venda, 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 etc.;
- 24.12.1.6 venues and facilities for meetings: providing an all-inclusive quotation for all arrangements including (if required); venue, catering, equipment, accommodation and parking;
- 24.12.1.7 timely submission of proof that the required services have been rendered and/or used, so that University of Venda 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;
- 24.12.1.8 timely submission of the required management reports;
- 24.12.1.9 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 University of Venda;
- 24.12.1.10 ensure confidentiality in respect of all travel and accommodation arrangements concerning all staff members of University of Venda.

24.13 Contract Length

The envisaged contract will be for a period of Five (5) years which is subjected to annual performance review.

24.14 Hours of Operation

UNIVEN office hours: 08:00 – 16:30 Monday to Friday

25. VALIDITY OF PROPOSALS

The Bidder is required to confirm that it will hold its proposal valid for 120 days from the closing date of the submission of proposals, during which time it will maintain without change, the personnel proposed for the services together with their proposed rates.

26. SITE VISIT / DUE DILIGENCE

Site visits will be conducted with shortlisted service providers to verify certain stated information or assumptions and in this instances the bidder will be obliged to provide the Univen with all necessary access, assistance and/or information which the Univen may reasonably request and to respond within the given time frame set by the Univen.