



ANNEXURE A2:Part 1.1 - (12.3 Service Requirements)

12.3.1 General

The successful bidder will be required to provide travel management services. Deliverables under this section include without limitation, the following:

(Bidders are required to tick the appropriate block for all the services below (12.3.1 - 12.3.7), indicating whether they can provide the service or, not)

TRAVEL SERVICE	The bidder can provide the service	The bidder cannot provide the service
a. The travel services will be provided to all Travellers travelling on behalf of DPME, locally and internationally. This will include employees, contractors, consultants and clients where the agreement is that DPME is responsible for the arrangement and cost of travel.		
b. Provide travel management services during normal office hours (Monday to Friday 08h00 – 17h00) and provide emergency services outside of normal office hours (including weekends and public holidays).		
c. Ensure that travel suppliers and negotiated agreements that are in place between DPME / National Treasury and third parties are enforced. Assist with further negotiations for better deals with travel service providers.		
d. Ensure implementation and compliance with DPME Travel Policy as well as the National Treasury travel framework and cost containment measures.		
e. Manage the third-party service providers by addressing service failures and complaints against these service providers.		
f. Consolidate all invoices from travel suppliers.		



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g. Ensure that all government rates and limits are implemented and adhered to and that proper authorisation is obtained from a delegated DPME employee for any deviations from approved limits		
Comments (where the bidder cannot provide the service):		

12.3.2 Reservations

The Travel Management Company will:

a. always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker as per cost containment measures required by National Treasury.		
b. apprise themselves of all travel requirements for destinations to which travellers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.		
c. obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.		
d. book the negotiated discounted fares and rates where possible.		
e. 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.		
f. Make provision for bookings at parking facilities at the airports where required, for the duration of the travel.		
g. respond timely and process all queries, requests, changes and cancellations timeously and accurately.		
h. Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)		



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i.	must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.		
j.	advise the Traveller of all visa and inoculation requirements well in advance.		
k.	assist with the arrangement of issuing of travel insurance for international trips where required.		
l.	facilitate any reservations that are not bookable on the Global Distribution System (GDS).		
m.	facilitate bookings that are generated through their own- or third-party Online Booking Tool (OBT).		
n.	Visa applications will not be the responsibility of the TMC; however, the relevant information must be supplied to the traveller(s) where visas will be required.		
o.	Airline fares, accommodation establishment rates, car rental rates, etc, that are non-commissionable , where commissions are earned for DPME bookings all these commissions should be returned to DPME on a monthly basis.		
p.	Ensure confidentiality in respect of all travel arrangements.		
q.	Timeous submission of proof that services have been satisfactorily delivered (invoices) as per DPME's instruction.		
r.	Assist in facilitating issuance of forex/traveller's cheques for the officials and further advising on the foreign currencies applicable.		
Comments (where the bidder cannot provide the service):			

12.3.3 Air Travel

a.	The TMC must be able to book full service carriers as well as low cost carriers.		
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b.	The TMC will book the most cost-effective airfares possible for domestic travel.		
c.	For international flights, the airline which provides the most cost effective and practical routings may be used.		
d.	The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller as well as be in a position to provide proof of price comparison.		
e.	The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).		
f.	Airline booking confirmation/voucher must be send electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.		
g.	The TMC will also assist with the booking of charters for VIPs utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.		
h.	The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.		
i.	The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.		
j.	Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)		
k.	Assist with lounge access if and when required, subject to prior approval from the delegated DPME official.		
Comments (where the bidder cannot provide the service):			

12.3.4 Accommodation, Venues and Facilities

a.	The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.		
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b.	The TMC must provide three or more price comparisons (online or manually depending on the set up) from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller.		
c.	This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with DPME's travel policy.		
d.	The TMC must be able to manage and coordinate venue related logistics and negotiate for discounts on behalf of the DPME		
e.	DPME travellers are encouraged to only stay at accommodation establishments with which DPME or National Treasury has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will advise on a suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National Treasury and DPME.		
f.	Accommodation vouchers must be issued to all DPME travellers for accommodation bookings and must be invoiced to DPME as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.		
g.	The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.		
h.	Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.		
Comments (where the bidder cannot provide the service):			

12.3.5 Car Rental, Train, Bus and Shuttle Services

a.	The TMC will book the approved category vehicle in accordance with the DPME Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).		
b.	The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.		



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c.	The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.		
d.	For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.		
e.	The TMC will book transfers in line with the DPME Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.		
f.	The TMC must also make provision for rail transport bookings and further negotiate for discounts where possible.		
g.	The TMC should manage shuttle companies on behalf of the DPME and ensure compliance with minimum service standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.		
h.	The TMC must during their report period provide proof that negotiated rates were booked, where applicable.		
Comments (where the bidder cannot provide the service):			

12.3.6 After Hours and Emergency Services

a.	The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.		
b.	A dedicated consultant/s must be available to assist VIP/Executive Travellers with after hour or emergency assistance.		
c.	Provide travel management services during normal office hours (Monday to Friday 08h00 – 17h00) and provide emergency services outside of normal office hours (including weekends and public holidays).		
d.	A call centre facility or after hours contact number should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.		



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e. The Travel Management Company must have a standard operating procedure for managing after hours and emergency services. This must include timely assistance on urgent online bookings/changes.		
Comments (where the bidder cannot provide the service):		

12.3.7 Communication

a. The TMC may be requested to conduct workshops and training sessions for Travel Bookers of DPME.		
b. All enquiries must be investigated and prompt feedback be provided in accordance with the Service Level Agreement.		
c. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel Management Company in one smooth continuous workflow.		
Comments (where the bidder cannot provide the service)		

In order to validate this Annexure, it is mandatory to complete and sign it off as per the details below;

Signature _____ Date _____

Print Name of Signatory: _____

Designation: _____

FOR AND ON BEHALF OF: _____ (Bidding Company's Name)