

THEMBISILE HANI LOCAL MUNICIPALITY



APPOINTMENT OF ONE OR MORE SERVICE PROVIDERS FOR THE PROVISION OF TRAVEL (AIR AND OR GROUND TRAVEL), ACCOMMODATION, TRANSPORT, AND RELATED SERVICES FOR A PERIOD OF 36 MONTHS AS AND WHEN REQUIRED.

THLM/SCM08/2025-2026/CS01

SCOPE OF WORK

DESCRIPTIONS OF WORKS

SCOPE OF WORKS AND SPECIAL CONDITIONS OF CONTRACT

Thembisile Hani Local Municipality hereby invites bidders from suitably qualified service providers for the **APPOINTMENT OF ONE OR MORE SERVICE PROVIDERS FOR THE PROVISION OF TRAVEL (AIR AND OR GROUND TRAVEL), ACCOMMODATION, TRANSPORT, AND RELATED SERVICES FOR A PERIOD OF 36 MONTHS AS AND WHEN REQUIRED.**

The objective of this tender is to appoint a qualified Travel Management Service Provider to deliver comprehensive travel, accommodation, ground transport, visa, insurance, and related services to Thembisile Hani Local Municipality over 36 months, ensuring cost-effective, policy-compliant, high-quality travel arrangements for official purposes.

1. EMPLOYER'S OBJECTIVES

The objective of the Employer (Thembisile Hani Local Municipality) in this tender is to procure a qualified Travel Management Service Provider to deliver comprehensive travel, accommodation, ground transport, visa processing, insurance, and related services over a 36-month period. The aim is to ensure efficient, cost-effective, and policy-compliant travel arrangements for the municipality's officials and stakeholders, with a focus on high-quality service delivery, data security, and value-added support, while establishing a reliable partnership through clear performance standards and reporting.

2. OVERVIEW OF THE WORKS

The works for this tender involve the comprehensive provision of Travel Management Services for Thembisile Hani Local Municipality over a 36-month period. The scope includes managing end-to-end travel arrangements such as domestic and international flights, accommodation, ground transportation, visa processing, travel insurance, and related services. The service provider will facilitate travel bookings, ensure policy compliance, provide emergency support, generate regular reports, and maintain data security. Additionally, the provider must support online booking systems, offer value-added services like travel advisories, and ensure high standards of service delivery, all while adhering to specified contractual and legal requirements.

3. EXTENT OF THE WORKS

The extent of the works for the Travel Management Service Provider tender includes the comprehensive delivery of end-to-end travel management services for Thembisile Hani Local Municipality over a period of 36 months. Specifically, the scope covers:

- Booking and issuance of domestic and international flights, accommodation, and ground transportation
- Managing visa applications, health documentation, and travel insurances
- Facilitating group, VIP, and official travel arrangements
- Providing 24/7 emergency and after-hours support
- Quarterly reporting on travel activities, expenditure, and savings
- Ensuring data confidentiality and legal compliance
- Supporting online booking platforms and automated reporting
- Transparent invoicing, reimbursement of commissions, and cost management
- Delivering services across domestic and international travel, including special arrangements like VIP and executive bookings
- Arranging additional services such as airport transfers, shuttle services, and vehicle rentals
- Conducting training and capacity building for relevant staff and travellers
- Developing a seamless transition plan from the current provider
- Meeting performance standards and compliance requirements as outlined by the municipality.

4. OVERVIEW OF THE WORKS

4.1. PROJECT SCOPE

This Scope of Work ("SOW") outlines the requirements, deliverables, and expectations for the provision of Travel Management Services ("Services") by a qualified Service Provider ("Provider") to Thembisile Hani Local Municipality ("THLM" or "Client").

The purpose is to establish a clear framework for effective travel coordination, cost control, policy compliance, and quality service delivery.

4.2. SCOPE OF SERVICES.

- Manage the full lifecycle of travel documentation, including issuance of tickets, itineraries, vouchers, and confirmations.
- Provide travellers with visa, inoculation, health, and safety requirements at least 14 days prior to travel.
- Facilitate group bookings for official functions, conferences, and meetings.
- Assist with foreign currency arrangements and procure travel insurance.

4.3 Travel Bookings & Procedures

- Book air travel (domestic and international), securing at least three quotations for comparison; manage schedule changes, cancellations, and rebooking.
- Arrange accommodation by obtaining a minimum of three competitive quotes per booking; issue vouchers and manage cancellations proactively.

- Coordinate ground transportation, including shuttle services and vehicle rentals from authorized suppliers; negotiate preferential rates.
- Arrange additional services such as executive cars, airport lounge access, SMS notifications, incidentals, and other value-added services.

The service provider will make travel, accommodation and venue hire bookings on behalf of THLM upon receipt of an approved and appropriately authorized travel requisition or purchase order from the municipality:

1. The bookings must at all times be made in accordance with the provisions of the THLM Travel Policy, the appointed service provider will be required to familiarize themselves with our travel policy.
2. Services required include but are not limited to the service provider will be responsible for bookings and payments, they will invoice THLM for the reimbursement inclusive of all services charged.

a) The booking and appropriate communication of all activities related to:

- Flights (domestic and international trips)
- Accommodation (domestic and international)
- Car Hire
- Airport Transfers
- Shuttle services

4.4 After Hours and Emergency Support

- Provide 24/7 support for emergency bookings, itinerary adjustments, and urgent assistance.
- Rapidly respond to disruptions, including rebooking, cancellations, and emergency evacuations.

b) Provide services for securing Visas and Passport as required.

4.5 Reporting & Data Security

- Submit quarterly and annual reports on travel activities, expenditure, savings, and policy compliance.
- Maintain data confidentiality and security, complying with applicable data protection legislation.
- Ensure secure storage and restricted access to all travel-related data.

4.6 Account & Relationship Management

- Assign a dedicated Account Manager to oversee service delivery and stakeholder engagement.
- Implement a feedback and complaint resolution system, including periodic satisfaction surveys.
- Conduct regular performance reviews against agreed Service Level Agreements (SLAs).

4.7 Value-Added & Cost Management

- Provide destination intelligence, health advisories, weather updates, security alerts, and travel tips.
- Advise on cost-effective travel arrangements leveraging negotiated rates.
- Regularly report on savings and ensure adherence to approved policies.
- Provide travel advisories, health and safety updates.
- Offer electronic vouchers, SMS notifications, and VIP support.
- Prepare quarterly expenditure and savings reports.

4.8 Technology & Online Booking

- Support and implement an online booking platform for domestic and international reservations.
- Provide automated, consolidated management reporting.
- Maintain secure data input, storage, and backup systems.

4.8.1 Pricing & Incentive Structure

- Submit fixed transaction fees per service, linked directly to service delivery, independent of third-party costs.
- Clearly specify the split between online and offline bookings.
- Reimburse all commissions earned from THLM reservations quarterly, with no override commissions or hidden incentives.

4.8.2 Domestic & International Travel

- Book flights, accommodations, and ground transport in line with approved policies.
- Obtain multiple quotations to ensure value-for-money.
- Assist with visa applications, health documentation, and inoculation requirements.

- Manage schedule modifications, refunds, and cancellations efficiently.
- Coordinate group, VIP, and executive bookings.

4.8.3 Additional Charges & Services

- Arrange for executive vehicles, shuttle services, and special requests.
- Negotiate and confirm preferential rates with service providers.
- Provide quarterly reports on unused tickets, refunds, and incidentals

4.9 Service Delivery & Performance Standards

4.9.1 Transition & Continuity

- Develop a comprehensive transition plan to ensure seamless handover from the current provider.
- Collaborate with existing providers to maintain uninterrupted service during transition.

4.10 Training & Capacity Building

- Conduct workshops for travel bookers and travellers on policies, systems, and safety protocols.

5. Compliance & Evaluation

5.1. Bidder Qualifications

- Provide proof of registration, relevant experience, and membership with recognised industry bodies:
 - ASATA: Association of South African Travel Agents
 - IATA: International Air Transport Association
 - SATSA: South African Tourism Services Association
 - NATA: National Association of Travel Agents
 - BASA: Business Association of South African Agents (or similar variation).