

REQUEST FOR INFORMATION

RFI NUMBER: RFI28/2025-2026

REQUEST FOR INFORMATION: PROVISION OF TRAVEL MANAGEMENT COMPANY/ SERVICES TO THE COMPETITION COMMISSION OF SOUTH AFRICA FOR A PERIOD OF THREE (3) YEARS (AS AN INSOURCED OR OUTSOURCED FUNCTION)

This RFI calls for suitably qualified suppliers to provide information to Competition Commission of South Africa (CCSA) regarding a provision of travel management company/ services to the Competition Commission of South Africa for a period of three (3) years (***as an insourced or outsourced function***)

Issue date: 23 October 2025

Closing Date: 03 November 2025 11:00AM

For enquiries contact CCSA Supply Chain Management E-mail: tenders@compcom.co.za

This RFI is an invitation for person(s) to submit information(s) for the provision of the services as set out in the Specification contained herein. Accordingly, this RFI must not be construed, interpreted, or relied upon, whether expressly or implicitly, as an offer capable of acceptance by any person(s), or as creating any form of contractual, promissory or other rights. No binding contract or other understanding for the supply of services will exist between CCSA and any Respondents unless and until CCSA has executed a formal written contract with the selected supplier.

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RFI TITLE	: PROVISION OF TRAVEL MANAGEMENT COMPANY/ SERVICES TO THE COMPETITION COMMISSION OF SOUTH AFRICA FOR A PERIOD OF THREE (3) YEARS (AS AN INSOURCED OR OUTSOURCED FUNCTION

RFI PROCESS	EXPECTED DATES
RFI Advertisement Date	23 OCTOBER 2025
RFI Available from	23 OCTOBER 2025
Compulsory Briefing Session Date & Time	N/A
Venue for Briefing Session	N/A
RFI Closing Date and Time	03 NOVEMBER 2025 at 11:00AM
Delivery Venue: Electronics Submission	tenders@compcom.co.za
Contact details	tenders@compcom.co.za

CCSA retains the right to change the timeframe whenever necessary and for whatever reason it deems fit.

Respondents interested in participating must register their interest by providing company name, contact person, telephone, cell number and email address to CCSA, please indicate RFI number on the subject line. This will ensure that any addenda and clarification to this RFI are communicated to all participants.

1. MANDATORY DOCUMENTS

1.1 Proof of registration on CSD report (Central Supplier Database)

2. REQUEST FOR INFORMATION:

2. DEFINITIONS

- 2.1** “**RFI**” - a request for information, which is a written official enquiry document encompassing all the terms and conditions of the information in a prescribed or stipulated form.
- 2.2** “**RFI response**” - a written response in a prescribed form in response to an RFI.
- 2.3** “**Respondent**” – any person (natural or juristic) who forwards an acceptable RFI in response to this RFI with the intention of being the main contractor should the RFI be awarded through a competitive bid process.

3. CONFIDENTIALITY

All information related to this request for information both during and after completion is to be treated with strict confidence. Should the need however arise to divulge any information gleaned from the service which is either directly or indirectly related to the CCSA, written approval to divulge such information will have to be obtained from CCSA.

The Respondents must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that Respondents maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFI; and not reproduced in any form except as required for the purpose of considering and responding to this RFI. Respondents must ensure that: access to confidential information is only given to those of its partners, officers, employees and advisers who require access for the purpose of considering and responding to this RFI; and those partners, officers, employee and advisers are informed of the confidential information section and keep that information confidential. This bid remains at all times the property of the Competition Commission of South Africa (CCSA). No rights other than as provided in this bid and in respect of the confidential information are granted or conveyed to bidder/s

Name of Respondent: _____

Physical Address: _____

Respondent's contact person: Name: _____

Telephone: _____

Mobile: _____

Fax.: _____

E-mail address: _____

3. The manner of submission of the RFI

- 3.1 Respondent shall submit RFI response in accordance with the prescribed manner.
- 3.2 Respondent shall submit one ***emailed submission*** including relevant supporting documents.
- 3.3 The original copy must be signed by an authorised employee, agent or representative of the respondent.
- 3.4 The subject line on the email submission must be clearly marked with the responding organisation's name and RFI number and description of RFI.
- 3.5 Respondent must clearly outline costing implications of the solution required, as well as any economic factors (i.e. exchange rate implication) that may pose a risk impact against said costing.

1. BACKGROUND

- 1.1 The Competition Commission (Commission) is a statutory body constituted in terms of the Competition Act, No. 89 of 1998 (the Act). It is one of three, independent competition regulatory authorities established in terms of the Act, with the other two being the Competition Tribunal and the Competition Appeal Court. The Commission is empowered by the Competition Act to investigate, control and evaluate restrictive business practices, abuse of dominant positions, mergers, undertake market inquiries and advocacy in order to achieve equity and efficiency in the South African economy.
- 1.2 CCSA is a public entity listed in schedule 3A of the Public Finance Management Act (PFMA), and acts in compliance with section 217 of the Constitution of South Africa and applicable Public Procurement Regulations and Prescripts.

2. PURPOSE

- 2.1. The purpose of this Request for Information (RFI) is to solicit proposals from potential bidder(s) for the provision of travel management services to with **two options (insourced services and outsourced serviced)** for the Competition Commission of South Africa

This RFI document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by Competition Commission of South Africa for the provision of travel management services.

This RFI does not constitute an offer to do business with Competition Commission of South Africa but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process in terms of the provision of insourced or outsourced travelled management services.

- 2.1. The Commission has a staff compliment of +/- 300 with 10 divisions which comprises the following operational and support business units, with information system needs:

- 2.2.1 Advocacy
- 2.2.2 Cartels
- 2.2.3 Corporate Services
- 2.2.4 Economic Research Bureau Finance
- 2.2.5 Legal Services
- 2.2.6 Market Conduct
- 2.2.7 Mergers & Acquisitions
- 2.2.8 Office of the Commissioner
- 2.2.9 Market Inquiry
- 2.2.10 Finance

- 2.2. The Commission looking at the options of insourcing and outsourcing its Travel management services over a period of 3 years.

- 2.3.** The proposals need to reflect Travel Management Services (insourcing and outsourcing) that will cover bookings:
- 2.3.1. for accommodation,
 - 2.3.2. car rentals,
 - 2.3.3. shuttle services,
 - 2.3.4. airline ticketing,
 - 2.3.5. visa services and incidental services such as issuance/delivery,
 - 2.3.6. revalidation,
 - 2.3.7. re-routing,
 - 2.3.8. re-issuance, reconfirmation,
 - 2.3.9. processing refunds and cancellations,
 - 2.3.10. and preparation of suitable itineraries (including alternative routings, departures and arrivals) at most direct and lowest cost for Commission staff members (for purpose of official and non-official/personal travels) and consultants, government officials and participants attending meetings or on official business for the Commission.
 - 2.3.11. From an insourcing perspective: required licenses and systems, and recommendation of internal structure servicing +/- 300 employees.

3. SCOPE OF SERVICES

- 3.1.** The Competition Commission currently uses travel agency services (outsourced) to manage the travel requisition and travel expense processes within the travel management lifecycle.
- 3.2.** The primary objective in issuing this RFI is to enter source supplier availability and costing for (insourcing and outsourcing) for the following:
- 3.1.1 Provide NT with online and manual travel management services that are consistent and reliable that will maintain a high level of traveller satisfaction in line with the service levels;
 - 3.1.2 Achieve significant cost savings for NT without any degradation in the services; and
 - 3.1.3 Appropriately contain NT's risk and traveller risk.

3.3. Previous Financial year travel volumes.

- 3.3.1. The Travel management total volumes per annum include air travel, accommodation, car hire, forex, conference, etc. The table below details the number of transactions for the Financial Year 24/25 follows:

Table 1: Transactions for the Financial Year 24/25 follows

Service Category	2024/25 Financial Year	
	No of Transactions	Value
Conference	127	R 13,270,275.43
Air travel - International	114	R 4,203,406.24
Accommodation	253	R 2,703,013.63
Service Fees	3707	R 2,025,906.18
Transfers	351	R 1,430,196.92
Air travel- Domestic	172	R 1,180,575.46
Car- hire	96	R 562,157.03
Other	90	R 274,294.54
GRAND TOTAL		R 25 649 825.43

Note: The figures are meant for illustration purposes to assist the bidders to prepare their proposal.

4. SCOPE OF SERVICES

4.1. RESERVATIONS

- 4.1.1. Receive travel requests from travellers and/or travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveller via the agreed communication medium always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.
- 4.1.2. 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.
 - a) Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits. *(Where applicable, approval must be sort, for less than 3 quotations)*
 - b) Book the negotiated discounted fares and rates where possible, 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 flights schedules prior to or during the traveller's official trip.
- 4.1.3 When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- 4.1.4 Book parking facilities at the airports where required for the duration of the travel.
- 4.1.5 Respond timely and process all queries, requests, changes, and cancellations timeously and accurately.
- 4.1.6 Must be able to facilitate group bookings (e.g., for meetings, conferences, events, etc.)
 - a) Must issue all necessary travel documents, itineraries, and vouchers timeously to traveller(s) prior to departure dates and times.
 - b) Advise the traveller of all visa and inoculation requirements well in advance.

- c) Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
 - d) Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- 4.1.7 Facilitate the bookings that are generated through their own- or third-party Online Booking Tool (OBT) where it can be implemented.
- 4.1.7 Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- 4.1.8 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.
- 4.1.9 Negotiated airline fares, accommodation establishment rates, car rental rates, etc., that are negotiated directly or established by National Treasury or by **CCSA** are non-commissionable, where commissions are earned for **CCSA** bookings all these commissions should be returned to **CCSA** on a quarterly basis.
- 4.1.10 Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by **CCSA**.
- 4.1.11 Timeous submission of proof that services have been satisfactorily delivered (invoices) as per **CCSA's** instructions.

5. AIR TRAVEL

- 5.1. The TMC must be able to book full-service carriers as well as low-cost carriers.
- 5.2. The TMC will book the most cost-effective airfares possible for domestic travel, for international flights, the airline which provides the most cost-effective and practical routings may be used.
- 5.3. The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.
- 5.4. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- 5.5. Airline tickets must be delivered electronically (SMS and/or email format/or any other application or platform) to the traveller(s) and travel bookers promptly after booking before the departure times.
- 5.6. The TMC will also assist with the booking of charters for VIPs (Very Important People/Persons) utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- 5.7. The TMC will be responsible for the tracking and management of unused e-tickets as per the agreement with the institution and provide a report on refund management once a quarter.
- 5.8. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fares where applicable.
- 5.9. Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)
- 5.10. Assist with lounge access if and when required.
- 5.11. 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 source 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 or **CCSA**.
- 5.12. Accommodation vouchers must be issued to all **CCSA** travellers for accommodation bookings and must be invoiced to **CCSA** as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.

- 5.13. 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.
- 5.14. The cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

6. ACCOMMODATION

- 6.1. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- 6.2. The TMC will obtain three price comparisons 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. (Where applicable or seek approval where less than 3 quotations are obtained)
- 6.3. This includes planning, booking, confirming, and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with CCSA's travel policy.
- 6.4. Travellers may only stay at accommodation establishments with which CCSA has been negotiated by TMC which must obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- 6.5. The TMC will obtain three price comparisons 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.
- 6.6. This includes planning, booking, confirming corporate rates.
- 6.7. 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 source 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 or CCSA.
- 6.8. Accommodation vouchers must be issued to all CCSA travellers for accommodation bookings and must be invoiced to CCSA as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- 6.9. 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.
- 6.10. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

7. CAR RENTAL AND SHUTTLE SERVICES

- 7.1. The TMC will book the approved category vehicle in accordance with the **CCSA** Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue). *(Any penalties in the form of the travel fines must be billed to the driver of the vehicle)*
- 7.2. The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.
- 7.3. 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.
- 7.4. For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses, and transfers.
- 7.5. The TMC will book transfers in line with the CCSA Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services etc.

- 7.6. The TMC should manage shuttle companies on behalf of the CCSA and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- 7.7. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

8. AFTER HOURS AND EMERGENCY SERVICES

- 8.1. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
- 8.2. A dedicated consultant/s must be available to assist VIP/Executive Travellers with after hour or emergency assistance.
- 8.3. After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 8h00) and twenty-four (24) hours on weekends and Public Holidays.
- 8.4. A call centre facility or after hours contact number (SMS and/or email format/or any other applications or platform) should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- 8.5. The Travel Management Company must have a standard operating procedure for managing after-hours and emergency services. This must include purchase order generation of the request within 24 hours.

9. VALUE ADDED SERVICES

- 9.1. The TMC must provide the following value-added services: Destination information for regional and international destinations.
 - a) Health warnings.
 - b) Weather forecasts.
 - c) Places of interest.
 - d) Visa information.
 - e) Travel alerts.
 - f) Location of hotels and restaurants.
 - g) Information including the cost of public transport.
 - h) Rules and procedures of airports.
 - i) Business etiquette specific to the country.
 - j) Airline baggage policy; and
 - k) Supplier updates.
 - l) Electronic voucher retrieval via web and smart phones.
 - m) SMS notifications for travel confirmations.
 - n) Travel audits.
 - o) Global travel risk management.
 - p) VIP services for Executives that include but not limited to check-in support.

10. TIMEFRAMES

- 10.1. The duration of the contract will be for period of 3 years or 5 years – bidders to provide two options.

11. ESTIMATE COSTING- Bidders to provide two options for insourcing and outsourcing

11.1. Outsourcing estimate per annum - service fee

Service Category	Estimated Transactions	Service Fee per Category
Air travel - Domestic	200	
Air travel - Reg & Intl	130	
Car Rental - Domestic	100	
Car Rental - Reg & Intl	20	
Accommodation - Domestic	280	
Accommodation – Reg & Intl	100	
Transfers - Domestic	180	
Conferences/ Events	140	
After Hours	100	
Insurance	250	
GRAND TOTAL	1500	

11.2. Insourcing estimate

- Kindly provide an organizational structure on how many officials will be required for the entire services to be in-house and applicable remuneration per annum.
- Provide costing of applicable licenses and systems for the services to be in-house.

Description Category	Cost per Item	
Number of officials for services in-house and applicable remuneration per annum	3 years	
IATA License	3 years	
ASATA Licence	3 years	
Quick Trav Software	3 years	
Global Distribution System	3 years	
Any other Applicable systems	3 years	
Any other applicable licences	3 years	
GRAND TOTAL		

4. GENERAL INFORMATION

Enquiries in respect of this RFI should be addressed to:

SUPPLY CHAIN MANAGMENET

E-mail: tenders@compcom.co.za

All queries MUST be e-mailed

END OF THE REQUEST FOR INFORMATION DOCUMENT