PART B: SCOPE OF WORK – SAT 333/26 TRAVEL MANAGEMENT COMPANY FOR AUSTRALASIA HUB (RE-ISSUE)

Bid Description	
TRAVEL MANAGEMENT COMPANY	
Bidder Name:	
Tender Number:	SAT Tender Australasia Hub 333/26
Closing Time:	12h00 PM
Closing Date:	17 February 2026 at 12h00 PM (AEDT/AEST) **(No late submission will be accepted)**
Bid Submission Link	**https://e-procurement.southafrica.net** Should bidders encounter any issues, queries must be directed in writing to **tenders@southafrica.net** Bidders are required to complete all the fields before submitting on the above link before uploading a PDF version of the entire proposal; the details are as follows: Bidder/Company name, bidder's representative, contact details (email and mobile), then a fully completed bid documents, signed and initial page, and relevant supporting documents for uploads. NB: Bidders are required to ensure that during submission on the system, the uploads were successful before the closing date and time. **No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.**
Contact Person	Ms. Vikki Ma
Email Address	vikki@southafrica.net

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS – (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT

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1   CLOSING DATE

The closing date for the submission of proposals is **17 February 2026 at 12:00 PM (AEDT/AEST).** No late submissions will be accepted.

2.   E PROCUREMENT TENDER PORTAL AND TENDER DOCUMENTS MARKING

2.1   South African Tourism have developed and implemented an on-line e-Procurement Portal which will enable bidders to respond to procurement opportunities as and when they are issued by South African Tourism.

The portal is the official portal for South African Tourism, which ensures an open, transparent, and competitive environment for any person participating in the procurement processes.

The portal enables a bidder to register as a supplier on the system and to RSVP to tender briefings and to submit tender responses on the portal.

The Portal's URL (https://e-procurement.southafrica.net) is compatible with Google Chrome, Microsoft Edge, Internet Explorer, FireFox and Safari. Interested bidders should with immediate effect consider registering and submitting their bid proposals on the portal which has specifically been developed and implemented for this purpose.

The supplier user manual can be viewed and downloaded on South African Tourism's website at https://www.southafrica.net/gl/en/corporate/page/tenders.

All bidders should therefore take note that the physical drop-offs and courier of bid responses to South African Tourism's physical address is no longer permitted.
Prospective tenderers must periodically review both http://www.southafrica.net/gl/en/corporate/page/tenders and https://e-procurement.southafrica.net for updated information or amendments with regard to this tender, prior to due dates.

2.2   Failure on the part of the tenderer to sign/mark this tender form and thus to acknowledge and accept the conditions in writing or to complete the attached forms, questionnaires and specifications in all respects, may invalidate the tender.

2.3   Tenders must be completed in black ink where mechanical devices, e.g. typewriters or printers, are not used.

2.4   Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

3   CONTACT AND COMMUNICATION

3.1   A nominated official of the bidder(s) can make enquiries in writing, to the specified person, Vikki Ma via email vikki@southafrica.net. Bidder(s) must reduce all telephonic enquiries to writing and send to the above email address.

3.2   Bidders are to communicate any technical enquiries through the nominated official in writing, no later than **27 January 2026.**

All responses will be published by the **30 February 2026** on the following links:

https://www.southafrica.net/gl/en/corporate/page/tenders; and

https://www.etenders.gov.za

4   DURATION OF THE CONTRACT

South African Tourism intends to enter into a thirty-six (36) month contract and service level agreement with the successful bidder(s). The contract will also be subject to a periodic performance evaluation on agreed terms and conditions unless the parties involved agree otherwise.

5   DETAILED SCOPE OF WORK

5.1   Problem statement

The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of a panel of a turn-key travel management solution to South African Tourism Australasia.

It should specifically be noted that South African Tourism is looking at appointing a traditional Travel Management Company (TMC), based in Australia, who will need to manage all South African Tourism's corporate travel.

This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by South African Tourism for the provision of travel management services to South African Tourism. This RFP does not constitute an offer to do business with South African Tourism, but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process.

When considering submitting a bid, bidder(s) should be cognisant of the legislation and/or standards specifically applicable to the services required under this RFP.

5.1.1   Definitions

Accommodation means the rental of lodging facilities while away from one's place of abode, but on authorised official duty.

After-hours service refers to an enquiry or travel request that is actioned after normal working hours, i.e. 17h00 to 8h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays

Air travel means travel by airline on authorised official business.

Authorising Official means the employee who has been delegated to authorise travel in respect of travel requests and expenses, e.g. line manager of the traveller.

Car Rental means the rental of a vehicle for a short period of time by a Traveller for official purposes.

Department means the organ of state, Department or Public Entity that requires the provision of travel management services.

Domestic travel means travel within Australia and New Zealand.

Emergency service means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.

International travel refers to travel outside the borders of Australia and New Zealand

Management Fee is the fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management services, excluding any indirect service fee not included in the management fee structure (visa, refund, frequent flyer tickets etc).

Merchant Fees are fees charged by the credit card company at the point of sale for bill back charges for ground arrangements.

Quality Management System means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management.

Regional travel means travel across Australia and New Zealand.

Service Level Agreement (SLA) is a contract between the TMC and South African Tourism that defines the level of service expected from the TMC.

Shuttle Service means the service offered to transfer a Traveller from one point to another, for example from place of work to the airport.

Third party fees are fees payable to third party service providers that provides travel related services on an ad hoc basis that is not directly provided by the TMC. These fees include visa fees, tour operators and courier fees.

Transaction Fee means the fixed negotiated fee charged for each specific service type e.g. international air ticket, charged per type per transaction per traveller.

Traveller refers to a South African Tourism official, consultant or contractor travelling on official business on behalf of South African Tourism.

Travel Authorisation is the official form utilised by South African Tourism reflecting the detail and order number of the trip that is approved by the relevant authorising official.

Travel Booker is the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller, e.g. the personal assistant of the traveller.

Travel Management Company or TMC refers to the Company contracted to provide travel management services (Travel Agents).

Travel Voucher means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.

Value Added Services are services that enhance or complement the general travel management services e.g. Rules and procedures of the airports.

VAT means Value Added Tax.

VIP or Executive Service means the specialised and personalised travel management services to selected employees of Government by a dedicated consultant to ensure a seamless travel experience.

5.1.2   Preamble

The travel requisition process is currently a semi-automated process. The travel requisition is manually captured on forms that go through a manual authorisation approval procedure and are then forwarded to South African Tourism's travel co-ordinator.

The travel co-ordinator captures the requisition into ORACLE (South African Tourism's Purchasing provisioning system) which goes through an approval workflow process and then through to the travel management company for travel booking.

South African Tourism's primary objective in issuing this RFP is to enter into agreement with successful bidder(s) who will achieve the following:

a) Provide South African Tourism with travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the service levels;

b) Achieve significant cost savings for South African Tourism without any degradation in the services;

c) Appropriately contain South African Tourism's risk and traveller risk.

Hosting is a marketing, sales and educational tool, with the main aim being to promote South Africa as a leisure and business events destination, and is based on the premise that first-hand experience and/or exposure to the destination and the brand better equips the target audience to promote South Africa.

Site Inspections are another form of hosting specific to the business events industry. It is utilised as a means to showcase the feasibility of the country to host a particular business event. Research shows a correlation between increasing familiarity with a destination and increased sales of the destination (Source: South African Tourism Brand Tracker).

The Brand Experience team at South African Tourism use carefully crafted itineraries/ programmes to showcase South Africa in a way that delivers on our brand promise. Brand Experience is central to how the target audiences experience South Africa as a tourism destination. All hostings are designed in line with the country or business unit marketing strategy and ensure that the experience delivered on the ground matches the marketing communication for that country (including the type and class of accommodation and activities). Thus Brand Experience hosting is core to delivering on South Africa's brand experience promise.

There are several types of audiences/ guests who are hosted by South African Tourism in both South Africa or in the market (country office) that we operate in i.e.:

•   Trade
•   Media
•   Influencers Business events, media, specialist, measured in in terms of reach
•   Stakeholders
•   Bloggers
•   SAT staff (for the purpose of business including educational, hosting, meetings and conferences

Travel Volumes – Corporate and Hosting

The current South African Tourism Australasia total volumes per annum includes air travel, accommodation, car hire, forex, conference, etc. The table below details the number of transactions for the past 3 years as follows:

Service Category	Expenditure AUD
Air Travel - Regional & International	1,014,683.39
Accommodation - Regional & International	43,131.83
Tour Operator	35,200.97
Accommodation – Domestic	35,049.65
Air travel – Domestic	18,952.83
Others	4,828.62
Grand Total	**1,151,847.29**

5.1.3   Service Requirements

5.1.3.1 General

The successful bidder must be based in Australia and accredited by the Australian Travel Accreditation Scheme (ATAS) and be a member of the International Air Transport Association (IATA).

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

(a) The travel services will be provided to all Travellers travelling on behalf of South African Tourism, locally and internationally. This will include employees and contractors, consultants, hosted guest and clients where the agreement is that South African Tourism is responsible for the arrangement and all cost of travel.

(b) Provide travel management services during normal office hours (Monday to Friday 08h00 – 17h00) and provide after hours and emergency services.

(c) Familiarisation with current South African Tourism travel business processes.

(d) Familiarisation with current South African Tourism Travel Policy and implementations of controls to ensure compliance.

(e) Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the TMC's account, subject to the outcome of a formal dispute process.

(f) Objective Criteria:

(g) Should the recommended bidder and SA Tourism not reach an agreement on the SLA, regarding service performance, penalty may be implemented as a mitigating factor to address the non-performance issues, SAT reserves the right to move to the next acceptable bidder to be included to the panel.

(h) In cases where SA Tourism had/has current/historic non-performances with a provider, SAT reserves the right to not appoint the specific provider

(i) Manage the third party service providers by addressing service failures and complaints against these service providers.

(j) Consolidate all quotations and invoices from travel suppliers.

(k) Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.

5.1.3.2 Reservations

The Travel Management Company will:

(a) 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.

(b) Always endeavour to make the most cost effective travel arrangements based on the request from the traveller and/or travel booker.

(c) Apprise themselves of all travel requirements for destinations to which travellers will be travelling and inform the traveller of alternative plans that are more cost effective and more convenient where necessary.

(d) Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.

(e) Book the negotiated discounted fares and rates where possible.

(f) 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.

(g) Book parking facilities at the airports if and when required for the duration of the travel.

(h) Respond timeously and process all queries, requests, changes and cancellations timeously and accurately.

(i) Must be able to facilitate group bookings (e.g. for meetings, conferences, educationals, events, etc.) and be able of procuring DMC, SMME (Tour Operators) services on behalf of South African Tourism from no less than 3 DMC's (on a competitive price basis) at any given point in time

(j) Must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.

(k) Advise the traveller of all visa and inoculation requirements well in advance.

(l) Assist with the issuing of travel insurance for international trips where required.

(m) Process visa applications if required, including consular fees and courier fees

(n) Facilitate any reservations that are not bookable on the global distribution system (GDS).

(o) Facilitate the bookings that are generated through their own or third party online booking tool (OBT) where it can be implemented.

(p) Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.

(q) Visa applications must be an option if and when required, where not required the relevant information must be supplied to the traveller(s) where visas will be required.

(r) Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by South African Tourism.

(s) Timeous submission of proof that services have been satisfactorily delivered (invoices) as per South African Tourism's instructions. **This must be a turn-key back-office solution where invoices need to be matched to copies of quotes, 3rd party invoices and Purchase Orders and submitted to South African Tourism for signature approval and payment.**

5.1.3.3 Air Travel

(a) The TMC must be able to book full-service carriers as well as low cost carriers.

(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 must be considered.

(d) The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller.

(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 tickets must be delivered 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 utilising the existing transversal term contract from National Treasury where applicable as well as the sourcing of alternative service providers for other charter requirements.

(h) The TMC will assist in booking contra/non-commissionable flights sourced by SAT

(i) The TMC will be responsible for refunding, revalidating and re-issuing tickets if changes are required.

(j) 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.

(k) The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fares where applicable.

(l) Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.);

(m) The TMC will be required to book excess baggage

(n) TMC to process all invoicing for air immediately

5.1.3.4 Accommodation

(a) The TMC will obtain price comparisons within the maximum allowable rate matrix as per the South Africa Tourism's travel management policy as shared by South African Tourism.

(b) 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.

(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 South African Tourism's travel policy.

(d) South African Tourism travellers will endeavour as far as practically possible to stay at Tourism Grading Council star graded establishments and at accommodation establishments with which South African Tourism has negotiated corporate rates. Should there be no Tourism Grading Council star graded establishments, no rate agreement in place in the destination, or the traveller is part of a group staying at another non-graded property, 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 South African Tourism

(e) Accommodation vouchers must be issued to all South African Tourism travellers for accommodation bookings and must be invoiced to South African Tourism as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges (3rd party invoice).

(f) 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.

(g) Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

5.1.3.5 Car Rental and Shuttle Services

(a) The TMC will book the approved category vehicle in accordance with South African Tourism's 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.

(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, ferry and transfers.

(e) The TMC will book transfers in line with South African Tourism's Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.

(f) The TMC should manage shuttle companies on behalf of South African Tourism and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.

(g) The TMC will assist with South African Destination Marketing Company (DMC) or tour operator bookings and reservations.

(h) The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

5.1.3.6 After Hours and Emergency Services

(a) A dedicated consultant/s must be available to assist VIP/Executive Travellers with after hour or emergency assistance.

(b) After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 08h00) and twenty-four (24) hours on weekends and Public Holidays.

(c) 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.

(d) The TMC must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within 24 business hours.

5.1.3.7 Communication

(a) All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.

(b) The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, TMC in one smooth continuous workflow.

5.1.3.8 Financial Management

(a) The TMC must implement the rates negotiated by South African Tourism with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable (including their TMC service fee, refer APPENDIX 1 pricing schedule) .

(b) The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to South African Tourism for payment within the agreed time period.

(c) Enable savings on total annual travel expenditure and this must be reported, and proof provided during monthly and quarterly reviews.

(d) The TMC will be required to offer a 30-day bill-back account facility to South African Tourism. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices South African Tourism for the services rendered.

(e) Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.

(f) Consolidate Travel Supplier bill-back invoices.

(g) The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to South African Tourism's Financial Department on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation i.e. quotes, 3rd party invoices to the invoices reflected on the Service provider bill-back report or the credit card statement.

(h) Ensure Travel Supplier accounts are settled timeously;

(i) All Credit notes to be processed within 2 working days;

(j) All finance related queries to be logged in queries register and all queries to be resolved within 2 business days;

5.1.3.9 Technology, Management Information and Reporting

(a) The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.

(b) All South African Tourism management information and data input must be accurate and stored in accordance to Australian Privacy Principals (APPs) or any legislation that might be applicable.

(c) Reports must be accurate and be provided as per South African Tourism's specific requirements at the agreed time. Information must be available on a transactional level that reflect detail including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).

(d) South African Tourism may request the TMC to provide additional management reports.

(e) TMC must be able to consolidate Management Information Systems (MIS) information from other sources, in an agreed format which South African Tourism will provide, into the main MIS reports so as to give a global view of South African Tourism's travel spend.

(f) Reports must be available in an electronic format for example Microsoft Excel.

(g) Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:

❖ Travel

– After hours' Report;
– Compliments and complaints;
– Consultant Productivity Report;
– Long term accommodation and car rental;
– Extension of business travel to include leisure;
– Upgrade of class of travel (air, accommodation and ground transportation);
– Bookings outside Travel Policy.

❖ Finance

– Reconciliation of commissions/rebates or any volume driven incentives;
– Creditor's ageing report;
– Creditor's summary payments;
– Daily invoices;
– Reconciled reports for Travel Lodge card statement;
– No show report;
– Cancellation report;
– Receipt delivery report;
– Monthly Bank Settlement Plan (BSP) Report;
– Refund Log;

- Open voucher report, and
- Open Age Invoice Analysis.

(h) The TMC will implement all the necessary processes and programs to ensure that all the data is secure at all times and not accessible by any unauthorised parties.

5.1.3.10   Account Management

(a) An Account Management structure should be put in place to respond to the needs and requirements of South African Tourism and act as a liaison for handling all matters with regard to delivery of services in terms of the contract.

(b) The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the South African Tourism's account.

(c) The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.

(d) A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.

(e) Ensure that South African Tourism's Travel Policy is enforced.

(f) The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.

(g) Ensure that workshops/training is provided to Travellers and/or Travel Bookers

(h) During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented. This should include MIS information from other sources, in an agreed format which South African Tourism will provide, which must be consolidated into the main MIS reports.

5.1.3.11   Value Added Services

The TMC must provide the following value-added services:

(a) Destination information for regional and international destinations:

   i. Health warnings;
   ii. Weather forecasts;
   iii. Places of interest;
   iv. Visa information;
   v. Travel alerts;
   vi. Location of hotels and restaurants;
   vii. Information including the cost of public transport;
   viii. Rules and procedures of the airports;
   ix. Business etiquette specific to the country;
   x. Airline baggage policy; and
   xi. Supplier updates

(b) Electronic voucher retrieval via web and smart phones;
(c) SMS notifications for travel confirmations;
(d) Travel audits;
(e) Global Travel Risk Management;
(f) VIP services for Executives that include, but is not limited to check-in support.

5.1.3.12   Cost Management

(a) The National Treasury cost containment initiative and South African Tourism's Travel Policy is establishing a basis for a cost savings culture.

(b) It is the obligation of the TMC Consultant to advise on the most cost effective option at all times, and costs should be within the framework of the National Treasury's cost containment instructions.

(c) The TMC plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, flexibility and traveller satisfaction.

(d) The TMC should have in-depth knowledge of the relevant supplier(s)' products, to be able to provide the best option and alternatives that are in accordance with South African Tourism's Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business;

(e) TMC must make proposals to improve travel behaviour and save money.

5.1.3.13   Quarterly and Annual Travel Reviews

(a) Quarterly reviews are required to be presented by the TMC on all South African Tourism's travel activity in the previous three-month period. These reviews must be comprehensive and presented to South African Tourism's Supply Chain Management and Finance teams as part of the performance management reviews based on the service levels.

(b) Quarterly/Annual Reviews are also required to be presented to South African Tourism's Senior Executives.

5.1.3.14   Office Management

The TMC to ensure high quality service to be delivered at all times to South African Tourism's travellers. The TMC is required to provide South African Tourism with highly skilled and qualified human resources of the following roles but not limited to:

(a) Senior Consultant
(b) Account Manager (first contact)
(c) Admin Back Office (Creditors / Debtors/Finance Processors)

5.1.3.15   Pricing model

a. South African Tourism requires bidders to propose only one pricing model being the transactional fee model for flights, car rental and accommodation. The transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers. The pricing model should include the following options as per APPENDIX 1. The Bidder must further indicate the estimated percentage split between Traditional booking and On-line bookings

b. South African Tourism requires bidders to proposal a percentage model for tour operator bookings. The transaction fee must be a fixed percentage of the cost of the service provided by third party service providers. The pricing model should include the following options as per APPENDIX 1. The Bidder must further indicate the estimated percentage split between Traditional booking and On-line bookings

5.1.3.16   Volume driven incentives

It is important for bidders to note the following when determining the pricing:

(a) National Treasury has negotiated **non-commissionable** fares and rates with various airlines carriers and other service providers;

TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution. TMC will have a specific service fee applicable for these non-commissionable bookings – air, accommodation, and tour operators.

END