Note: All tenders and quotations are done via our eProcurement system.
The information given below is an extract of the scope of work. **To access/open the full set of tender documentation, you must be registered on CSD.**
If you have a MAAA CSD registration number and receiving email notifications from PetroSA Procurement you are already registered, please login as indicated below:

Username: MAAA...
User Code: MAAA...
Password: newuser

Contact the call center on **012 663 8815** or email: **support@intenda.net** if you are having problems with your login.

If **you do not have a MAAA** CSD registration number, please click on **"Not Registered Yet"** and register. Click on the link below to download a "how to" guide to assist you.
http://www.procurement.petrosa.com/Downloads/Documents/SupplierSelfRegistration.pdf

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SCOPE OF WORK

TRAVEL MANAGEMENT SERVICES

1. INTRODUCTION

The requirements are for the provision of a full and comprehensive Travel Management Service to:

- **The Petroleum Oil and Gas Corporation of South Africa SOC Ltd ("PetroSA")**

The successful Bidder(s) will be required to carry out all travel arrangements for travellers travelling locally, regionally and internationally, including employees, contractors and consultants, etc., where the agreement is that PetroSA is responsible for the travel arrangement and cost.

2. OBJECTIVE

The objective is to solicit proposals from potential Bidder(s) who have in-depth knowledge of supplier products and services applicable to the provision of a comprehensive Travel Management Service, with the objective of entering into an agreement with a successful Bidder(s) who will achieve the following:

a) provide a comprehensive Travel Management Service in a consistent and reliable manner whilst maintaining a high level of traveler satisfaction in line with service level standards;

b) achieve significant cost savings without degradation in service standards and quality;

c) appropriately contain PetroSA and Travelers risk.

This document details and incorporates, as far as possible the tasks and responsibilities of the potential Bidder(s). This does not constitute an offer to do business, but merely serves as an invitation to Bidder(s) to facilitate a requirements-based decision process.

3. TECHNICAL LEGISLATION AND/OR STANDARDS

The Bidder(s) should be cognisant of, and must be able to comply with all applicable National Treasury legislation and/or standards, and cost containment measures specifically applicable to the provision of travel services upon award and during the tenure of Agreement.

3.1 Legislative Documents:

a) National Treasury Travel Framework Instruction No. 06 of 2022/2023
b) National Treasury Instruction No. 07 of 2022/2023 on Cost Containment Measures related to Travel and Subsistence

4. CONTRACT CONDITIONS AND OBLIGATION

a) Fares as negotiated /established by National Treasury with airlines, i.e. South African Airways (SAA) are net and non-commissionable. The premise of Best Fare on the Day must be implemented. The Travel Management Company ("TMC") must make contact with carrier service providers to obtain the carrier deal codes.

b) Accommodation rates as negotiated /established with domestic accommodation suppliers i.e. Premier Hotels, Protea Hotels, City Lodge Group etc. are net and non-commissionable. Competition and cost effectiveness remains a key principle and the TMC must ensure that where possible quotes obtained fall within the maximum allowable rate.

c) The earning of override commissions, rebates, and or any volume driven target incentives earned for Government / Corporate business is not allowed and these practices must be discontinued when this Agreement takes effect. Failure to adhere could place the Agreement at risk. PetroSA reserves the right to audit and assess the TMC's accounts at any stage.

5. PRESENTATION

PetroSA reserves the right to request presentations and/or demonstrations from the short-listed Bidder(s) as part of the bid evaluation process. This may include live presentation of online/self-bookings tools, processes, issuing of travel vouchers/itineraries, reporting etc.

6. DURATION OF THE CONTRACT

The successful Bidder(s) will be appointed for a period of 36 months ("the Agreement").

SCOPE OF WORK

7. BACKGROUND

7.1 PetroSA currently manages the travel arrangements process through an automated workflow process and travel management system (SAP). The travel request is initiated on SAP by the traveler/travel booker, submitted for approval to the line manager. The approved SAP Travel request and approved motivation are submitted by the designated Travel Administrator to the TMC's for confirmation and issue.

7.2 Travel Volumes

Note: Figures as provided are based on a 12-month period, and meant for illustration purposes only to assist the Bidder(s) to prepare their proposal. Volumes may fluctuate and may need to be re-evaluated as and when required. These estimated volumes per annum include air travel, accommodation, car hire etc. (see Commercial Bid Analysis – CBA as attached). The CBA must be completed and submitted with the Tender on ISS).

8. SERVICE SPECIFICATIONS/REQUIREMENTS

8.1 General

Deliverables under this section include without limitation, the following:

a) Bidder(s) are required to be a member of ASATA (Association of South African Travel Agents). Proof of such membership must be submitted;

b) Bidder(s) are required to submit a certified copy of their International Air Transport Association (IATA) licence certificate;

c) provide a detailed transition plan for implementing the service without service interruptions to ensure a smooth transition;

d) provide reference letters from at least three (3) contactable existing/recent Government / Corporate Clients (within the past 3 years) where a comprehensive travel service has been implemented and provided to approximately 500 employees (Bidder(s) to complete the Tenderers' Experience Table and submit to the Tender on ISS);

e) provide Travel Management Services during normal office hours (Monday to Friday 8h00-16h30);

f) provide after-hours and emergency services outside of normal working office hours (16h30 to 08h00 daily, including weekends and public holidays);

g) familiarisation with travel suppliers and negotiated agreements that may be in place, and assist with ongoing negotiations for better deals with service providers;

h) create, update and maintain travellers profiles;

i) manage third party service providers by addressing service failures and complaints against these service providers;

j) consolidate all invoices from suppliers;

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

8.2 Reservations

The Travel Management Company will:

a) ensure confidentiality in respect of all travel arrangements and persons;

b) always endeavour to make the most cost effective travel arrangements based on business requirements.

c) book the negotiated discounted fares and rates where available;

d) facilitate reservations that are not bookable on the Global Distribution System (GDS);

e) facilitate bookings that are generated through third party Online Booking Tool (OBT) where it can be implemented;

f) obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits;

g) respond timely and process all queries, requests, changes and cancellations timeously and accurately. Turnaround time = 2 hours.

h) receive travel requests from travellers and/or travel bookers, respond with quotations (confirmations) and availability;

i) on the receipt of the relevant approval, issue all necessary travel documents, e-tickets, itineraries and vouchers timeously to travellers/travel booker via e-mail and or SMS prior to departure dates and times;

j) 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;

k) 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 travellers official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes;

l) visa applications will not be the responsibility of the TMC; however, they may provide assistance where possible by providing relevant visa information, travel restrictions and medical travel requirements etc.

m) timeous submission of proof (invoice) that services have been satisfactorily delivered as per instructions.

8.3 Air Travel

The TMC will:

a) book full service carriers as well as low cost carriers;

b) book the most cost effective airfares possible for domestic travel ensuring negotiated fares where available are implemented and used;

c) for international flights, the airline which provides the most cost effective and practical routings must be used. The principle of cheapest most direct will apply;

d) obtain at least three (3) price comparisons where applicable to present the most cost effective and practical routing.

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 (email format and/or SMS) to the travellers and travel bookers promptly after booking;

g) be responsible for the tracking and management of unused e-tickets, refunds and exchanges;

h) during reporting periods provide proof that bookings were made against the discounted rates on the published fares where applicable;

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

j) assist with lounge access if and when required.

8.4 Accommodation

The TMC will:

a) plan, book, confirm and amend accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast etc.) within the maximum allowable domestic rate matrix as per the cost containment measures of the National Treasury;

b) obtain price comparisons from at least three (3) accommodation establishments that provide the best available rate and that is located as close as possible to the venue, office, location or destination;

c) unless otherwise specified, travellers will stay at accommodation establishments with established government / corporate rates inclusive of bed, breakfast and parking;

d) should there be no rate agreement in place at the required location, or should the establishment be unable to accommodate the traveller, the TMC will source alternative suitable accommodation bearing in mind cost containment;

e) Deliver vouchers electronically (email format and/or SMS) to the travellers and travel bookers promptly after booking.

8.5 Car Rental and Ground Transportation

The successful Bidder(s) will be required to provide and manage a comprehensive car rental and ground transportation service on PetroSA's behalf, and ensure compliance with National Treasury cost containment measures and safety standards.

The TMC will:

a) obtain at least three (3) price comparisons from car rental service suppliers that provide the best available rate and that is located as close as possible to the venue, office, location or destination;

b) book the approved category vehicle in accordance with National Treasury cost containment measures with a car rental service provider from the closest rental location (airport, hotel or venue);

c) advise the traveller on the best time and location for collection and return considering the specific requirements;

d) for international travel, offer alternative ground transportation to the traveller that may include rail, buses and transfers (transfers can also include bus and coach services)

e) deliver vouchers electronically (email format and/or SMS) to the travellers and travel bookers promptly after booking;

f) Car rentals may be used for business purposes only and may not be extended for private purposes. Travellers must enter into a separate agreement with the supplier for private rental use.

The Traffic Fine Administration Fee should be included in the quotes and not handled separately

8.6 Car Rental Insurance

PetroSA will provide confirmation of their specific insurance cover. Where this is not provided the standard terms and conditions of waivers as provided for by rental service suppliers will apply. (Self-insured)

It is the responsibility of the car rental service supplier and or the TMC to notify PetroSA Client immediately on any potential claim in order to inform the brokers accordingly, as the failure to notify and or to submit late claims may lead to the claim being rejected by the broker.

8.7 After Hours and Emergency Services

The after-hours contact number of the TMC should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to. The TMC must have and provide their standard operating procedure for managing after-hours and emergency services. This must include timely assistance on urgent online bookings/changes.

The TMC will:

a) provide a consultant(s) to assist travellers with after-hours and emergency reservations and changes to existing travel plans;

b) provide emergency services outside of normal working office hours (16h30 to 08h00 daily, including weekends and public holidays).

8.8 Online Booking Tool / Self-Booking Tool

Bids that include an offer of online booking tools should be able to provide, as a minimum, the following functionality:

a) customisable to ensure compliance to National Treasury Instructions and cost containment measures, applicable policies/procedures and travel arrangement process systems;

b) enable the uploading of supporting documentation such as approved travel requests and motivations;

c) employ sufficient access and intrusion security measures and must be able to assign specific access rights to different categories of users;

d) make provision to create and maintain traveller profiles containing all the information normally required to travel (Full names, ID number and contact information etc.)

e) policy information applicable to each traveller (i.e. max allowable rates, fare category, rental category etc.) which can only be amended by travel administrators;

f) provide a facility where invoices and supplier supporting documents can be downloaded and retrieved;

g) provide a facility where invoice data can be downloaded by the authorised travel administrators in PDF, Microsoft Excel, or in CSV format. The data fields to be included in the invoice data download must contain all data fields included on an invoice.

8.9 Communication

a) the TMC may be requested to conduct workshops and training sessions for travellers and travel bookers;

b) all enquiries must be investigated, and prompt feedback provided;

c) the TMC must ensure sound communication with all stakeholders and be able to link the business travellers, travel coordinators and the TMC in one smooth continuous workflow.

8.10 Financial Management and Invoicing

Unless otherwise agreed, the TMC will be required to offer a 30-day bill-back account facility to PetroSA should a lodge card not be offered.

The TMC will:

a) where offered, utilize lodge cards to effect payment for air tickets;

b) take ownership of the transactions billed against cards, and be accountable for any fraudulent activity;

c) enable savings on total annual travel expenditure, to be reported, and proof provided during monthly reporting and quarterly reviews;

d) implement discounted air fares, maximum allowable rates as established/negotiated supplier rates.

e) be responsible for managing third-party service provider accounts. This will include the timely receipt of invoices for bill-back payment within 30 calendar days of the service provided;

f) invoice separately for each service/sector. The invoice should clearly indicate the following:

- Allocated Order number
- Unique invoice number

- Name of traveller
- Cost centre of traveller
- Booking/Trip reference number
- Start and end dates (date sector/service started and ended)
- Fee(s) charged for the service / sector (listed separately, not pooled)

g) invoices from the TMC will be considered valid and will be processed for payment only if the following conditions are met:

- the invoice contains all the information stipulated above
- the travel request sector/service was approved
- detailed third-party invoices are attached
- e-ticket showing air ticket number and fare cost has been provided
- the invoice amount does not exceed the amount approved (except for valid ancillary charges such as fuel and km rates charged by car rental companies etc.
- invoice is strictly as per voucher issued, any unauthorized additional charges must be invoiced separately
- invoices must be supported by a copy of the original service supplier invoice
- all supporting documents such as the travel request/order from the traveller/booker are attached to the invoice.
- the TMC must forward valid invoices by e-mail to an e-mail address to be provided by PetroSA. Each invoice as well as all other documentation required to process the invoice must be sent as a single e-mail with one or more attachments.
- PetroSA will verify lodge card charges against the statement which must be provided, ensuring all relevant supporting documents are submitted before the lodge card payment due date.
- PetroSA will pay approved and verified invoices invoiced by the TMC within 30 calendar days
- corrections to invoiced amounts must be done by issuing a credit note for the full amount of the incorrect invoice and by issuing a new invoice (with a new invoice number)
- the TMC may under no circumstances invoice more than once for the same service / sector (unless a credit note or notes were issued for the incorrect invoice or invoices)
- the non-negotiable penalty fee for services / sectors invoiced more than once will be the full amount due for the service / sector (including any fees charged)
- where pre-payment is required for a specific service, this must be made by the TMC and invoiced.

The Traffic Fine Administration Fee should be included in the quotes and not handled separately

8.11 Management Information

The TMC must have the capability to consolidate all management information related to travel expenses into a single source document. All management information and data input must be accurate.

8.12 Reporting

The TMC will:

a) provide PetroSA with a standard monthly report that must be accurate and available on a transactional level that reflects detail including the name of the traveller, date of travel, spend category (example air travel, accommodation, car rental etc.);

b) reports must be available in electronic format, submitted to the respective Travel Administrators by close of business on the 7th of each month, or if the 7th is not a business day then on the day immediately following;

c) reporting frequency:

- Monthly after hours' report;
- Monthly accommodation and car rental;
- Monthly reconciled reports for lodged cards statement;
- Monthly no show reports;
- Monthly cancellations report;
- Quarterly creditor's ageing report;
- Quarterly creditor's summary payments;
- Quarterly report on missed savings;
- Quarterly refund Log;
- Quarterly open voucher report, and
- Quarterly open age invoice analysis;

d) must report and submit information on a quarterly basis in the prescribed format from the TMC's management information systems to National Treasury as required on PetroSA's behalf. National Treasury web link: http://pfmportal.treasury.gov.za/sites/costcontainment

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

8.13 Account Management

a) an account management structure should be put in place to respond to the needs and requirements of PetroSA and act as a liaison for handling all matters about delivery of services in terms of the Agreement;

b) implementation must be managed and customer satisfaction surveys must be conducted to measure the service and performance of the TMC;

c) ensure that workshops and training is provided to travellers / travel Bookers;

d) during reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

8.14 Value Added Services

Value adding services will include without limitation the following:

- visa information.
- travel alerts.
- health warnings.
- location of airport and hotel.
- airline rules and baggage policy.
- information on public transport.
- supplier updates.
- electronic voucher retrieval.
- SMS notifications for travel confirmations.
- VIP services for Executives.
- manage the utilization of frequent flyer miles or other credit rewards if any.
- Leisure fees - Leisure travel bookings are regarded as a value added service and of an ad hoc nature for which TMC may charge a service fee. This agreement is deemed to be between the individual and appointed TMC and will be managed via the TMC's Offices.

8.15 Cost Management

The National Treasury instructions, cost containment measures, PetroSA policies and procedures establishes a basis for a cost savings culture, and it is the obligation of the TMC to always advise on the most cost-effective options within the framework of these instructions and cost containment measures.

The TMC plays a pivotal role in providing high quality travel related services that are designed to strike a balance between effective cost management, flexibility, and traveller satisfaction. The TMC should have in-depth knowledge of relevant supplier products to be able to provide the best option and alternatives 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.

8.16 Quarterly/Annual Travel Reviews

Reviews are required to be presented by the TMC on all travel activity. These reviews should be comprehensive and presented as part of the performance management reviews based on service levels.

8.17 Office Management

The TMC is to deliver a high quality service to PetroSA travellers, and is to provide the necessary skilled and qualified human resources and office support services to efficiently execute the scope of service in accordance with performance and service standards.

The TMC will be expected to allocate a dedicated KAM (Key Account Manager) who will be the first line of communication and the responsible person for the execution of the service requirements of the Agreement, and who should have at least 3 years' experience in servicing similar Government / corporate accounts. The Key Account Manager and the Travel Manager/Administrators will meet at least on a quarterly basis.

9. SERVICE MODEL – ONSITE / OFFSITE

The TMC will be responsible for any and all costs related to the set-up of operations (including IT Infrastructure, internet, office equipment etc.) in order to fulfil the requirements as per the scope of work, and will provide an overview of the proposed structure to fulfil the service requirements.

If it is agreed between the parties that the TMC will be on-site, PetroSA will provide free of charge utilities, in-house office space, furniture, telephone handsets with a direct dial out facility at both the Cape Town and Mossel Bay premises. Where required, telecommunications technical staff will assist in facilitating access and guidance to the TMC's IT infrastructure suppliers and requirements.

The TMC will not be charged for telephone calls for rendering this exclusive service (applies to in-house service) but private calls must be limited and will be monitored by extension for excessive use. Should the need to charge for these services change, the terms will be negotiated accordingly.

10. PRICING (Annexure – CBA)

Bidder(s) are required to propose two pricing models being the transactional fee model (Model B) and the management fee model (Model A). PetroSA will, at its discretion, select the best and most cost effective solution. The CBA must be completed and be submitted with the Tender on ISS, failing which could result in elimination.

10.1 Management Fee (Model A)

The management fee is a fixed all-inclusive fee (comprehensive breakdown required) and must be the total fee per annum that will be charged in twelve monthly payments (payable in arrears).

10.2 Transaction Fees (Model B)

The transactional fee must be the fully inclusive amount per service, and must be linked to the actual cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers.

10.3 Volume driven incentives

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

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

b) No override commissions earned through PetroSA reservations will be paid to the TMCs;

c) An open book policy will apply and any commissions earned through PetroSA volumes will be reimbursed;

11. CHANGES TO THE SCOPE OF SERVICE

The scope of the services shall only be subject to changes by additions, deletions or revisions thereto by PetroSA. The Bidder(s) shall be advised of any such changes by written notification describing the change. The Bidder(s) shall promptly perform, and strictly comply with each such change when so instructed. Any extra services resulting from such changes will by agreement be charged at the agreed rates.

12. CONTRACT PRICE ADJUSTMENT

Contract price adjustments will be negotiated annually on the anniversary of the Agreement's start date, provided that such negotiated escalations may not exceed Consumer Price Index Headline Inflation as published by Statistics SA. It will be the responsibility of the appointed TMC to request such increase in writing at least 30-days prior to increase anniversary date.

13. AVAILABILITY OF FUNDS

Should funds no longer be available to pay for the execution of the scope of services for the Agreement any party to this Agreement may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice who shall immediately make arrangements to stop the performance of the services and minimize further expenditure: Provided that the successful TMC shall thereupon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.

14. SERVICE LEVEL AGREEMENT

Upon award PetroSA and the successful Bidder(s) will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured.

15. PetroSA REQUIRES BIDDER(S) TO DECLARE

In the Bidder's Technical response, Bidder(s) are required to declare the following:

Confirm that the Bidder(s) is to:

a) Act honestly, fairly, and with due skill, care and diligence, in the interests of PetroSA;

b) Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;

c) Act with circumspection and treat PetroSA fairly in a situation of conflicting interests;

d) Comply with all applicable statutory or common law requirements applicable to the conduct of business;

e) Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with PetroSA;

f) Conduct their business activities with transparency and consistently uphold the interests and needs of PetroSA before any other consideration;

g) Ensure that any information acquired by the Bidder(s) from any of PetroSA will not be used or disclosed unless the written consent of PetroSA has been obtained to do so, in writing.

16. ENQUIRIES

Any enquiries regarding this tender should be addressed to theTender Office:

Saseka Sihlwai – (021 929-3441), or e-mail **Saseka.sihlwai@petrosa.co.za**

Caroline Widmer on email : caroline.widmer@petrosa.co.za