

ANNEXURE E: OTHER TECHNICAL REQUIREMENTS

RFP2022/23

The bidder must indicate their ability to do the following and to substantiate as required. Responses provided in terms of the statements of compliance should be substantiated in the columns provided, and where the space is insufficient, please create more space or refer to any additional annexures in your response dealing with this.

Technical Requirement		Comply	Partially Comply	Not Comply	Substantiation
E1: SERVICES					
E1.1	Manage all reservations/ bookings. Describe how all travel reservations/ bookings are handled i.e. accommodation; rental car; flights etc.				
E1.2	Process and coordinate passport and visa requests. Describe any specific capabilities you have to process or coordinate requests for passports and visas.				
E1.3	Manage non-refundable airline-tickets. How can you help Sasria manage unused non-refundable airline tickets, is there a best practice you can recommend?				
E1.4	Manage/ arrange a complex itinerary in a cost-effective manner. Provide an example/ sample of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirements, confirmation numbers etc. you have handles. Do you have a service/ facility that will search for the lowest fares for complex international itineraries? Please describe.				
E1.5	Effectively manage invoicing to ensure that the account is up-to-date. Describe how invoicing will be handled.				
E1.6	Provide VIP Traveller Services. What service configuration do you propose for Sasria's executives both prior to and during travel?				

Technical Requirement		Comply	Partially Comply	Not Comply	Substantiation
E1.7	Provide value-added services as detailed in the scope of work. Please provide information on any value-added services your company can offer to Sasria.				
E1.8	Effective handling of queries. What is your mitigation and issue resolution process? Please provide a detailed response indicating performance standards with respect to resolving service issues.				
E1.9	Manage group bookings. Describe your capabilities for handling group bookings (e.g. for meetings, incentives, conferences, event - MICE).				
E1.10	The TMC must ensure consistent quality service for Sasria. Describe the quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service.				
E1.11	The TMC must provide Special Rates/Fares/Rebates to Sasria. Fully describe any special pricing relationships you can pass to Sasria and indicate how these will be administered.				
E1.12	The TMC must ensure cost savings for Sasria. Describe your detailed strategic cost savings plan for Sasria for the contract duration. What items/ services do you target for maximum cost savings results?				
E2: Systems					
E2.1	The TMC must use effective and efficient booking system. Describe your proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT). If more than one system is used, indicate the % split in transaction.				
E2.2	The proposed system must have functionality for traveller profile creation and management. Describe your systems capabilities in this regard. If more than one system is used, indicate how synchronisation of profile data is managed.				

Technical Requirement		Comply	Partially Comply	Not Comply	Substantiation
E2.3	The TMC must be able to handle/ book web-fares. Describe how do the travel consultants access and book web airfares i.e. non-GDS inventories (low cost carriers/ consolidators), and hotel web rates?				
E2.4	The TMC must ensure full data protection i.e. protect confidential company and traveller data. Describe how is your company prepared to safeguard Sasria's data privacy interests.				
E3: Account Management					
E3.1	The TMC must provide a dedicated Key Account Manager to support Sasria's account activities. Describe the responsibilities of the Key Account Manager.				
E3.2	The TMC must ensure regular contract/ service reviews. Provide a sample of your standard contract/service reviews, including reports, KPIs, SLAs, savings and program/ service maximization/ improvement initiatives.				
E3.3	The TMS must submit consolidated monthly reports to the Sasria reflecting all travel related activities. Provide a sample of standard report reflecting, but not limited to, the following: spend per category, savings etc.				