CONTRACT DATA

A contract between

SENTECH, Sender Technology Park, Radiokop, Octave Road, Honeydew,

and

_____

_____

For

Appointment of a Travel Management Agency for the Implementation and Support of Online Booking Tool (OBT) and related services for a period of thirty-six (36) months.

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Bid Number: SENT/028/2021-22

Contents

PART C1: AGREEMENTS AND CONTRACT DATA –

Form of Offer and Acceptance

Sentech, identified in the acceptance signature block, has solicited offers to enter into a contract for the Appointment of a Travel Management Agency for the Implementation and Support of Online Booking Tool (OBT) and Related Services for a period of thirty-Six (36) Months

The Bidder, identified in the offer signature block, has examined the documents listed in the Tender Data and addenda thereto as listed in the Bid schedules, and by submitting this offer has accepted the conditions of the Bid.

By the representative of the Bidder, deemed to be duly authorized, signing this part of this form of offer and acceptance, the Bidder offers to perform all of the obligations and liabilities of the Bidder under the Contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the conditions of contract identified in the Contract Data.

THE OFFERED TOTAL OF THE PRICES INCLUSIVE OF APPLICABLE TAXES; (in the Bids applicable currency).

_____ (amount in words);

_____(amount in figures)

NB: The Prices quoted above is the total Bid offer inclusive of all applicable taxes for the Contract duration. The price must be carried over from the price breakdown / schedule of rates provided in the Bid document.

This offer may be accepted by Sentech by signing the acceptance part of this form of offer and acceptance and returning one copy of this document to the Bidder before the end of the period of validity stated in the Tender Data, whereupon the Bidder becomes the party named as the Bidder in the conditions of contract identified in the Contract Data.

Bidder's Signature(s) _____

Signed by the Bidder at _____ **on this the** _____ **day of** _____ **20**_____

Name(s) _____ _____

Capacity _____ _____

Address (_Domicillium_)

_____

_____

Acceptance

By signing this part of this form of offer and acceptance, Sentech accepts the Bidder's offer. In consideration thereof, Sentech shall pay the Bidder the amount due in accordance with the conditions of contract identified in the Contract Data. Acceptance of the Bidder's offer by the signature by Sentech shall form an agreement between Sentech and the Bidder upon the terms and conditions contained in this agreement and in the contract that is the subject of this agreement.

The terms of the contract, are contained in:

        Part C1 Agreements and contract data, (which includes this agreement)

        Part C2 Pricing data

        Part C3 Scope of work.

and drawings and documents or parts thereof, which may be incorporated by reference into Parts C1 to C3 above.

Deviations from and amendments to the documents listed in the Tender Data and any addenda thereto as listed in the Bid schedules as well as any changes to the terms of the offer agreed by the Bidder and the employer during this process of offer and acceptance, are contained in the schedule of deviations attached to and forming part of this agreement. No amendments to or deviations from the said documents are valid unless contained in this schedule of deviations.

Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

Sentech's Signature(s) _____

Signed by Sentech at _____ on this the _____ day of _____ 20_____

Name(s) _____

Designation_____ _____

SENTECH SOC LIMITED,
Sender Technology Park
Octave Road
Radiokop
Honeydew
Johannesburg

Date _____

Upon acceptance by Sentech of the Bidder's offer, a contract will come into existence.

SCHEDULE OF DEVIATIONS

Notes:

1 The extent of deviations from the Bid documents issued by the Sentech before the Bid closing date is limited to those permitted in terms of the conditions of Bid.

2 A Bidder's covering letter shall not be included in the final contract document. Should any matter in such letter, which constitutes a deviation as aforesaid, become the subject of agreements reached during the process of offer and acceptance, the outcome of such agreement shall be recorded here.

3 Any other matter arises from the process of offer and acceptance either as a confirmation, clarification or change to the Bid documents and which it is agreed by the Parties becomes an obligation of the contract shall also be recorded here.

4 Any change or addition to the Bid documents arising from the above agreements and recorded here shall also be incorporated into the Contract.

1.   **Subject** _____

      Details_____

2.   **Subject** _____

      Details_____

3.   **Subject** _____

      Details_____

4.   **Subject** _____

      Details_____

By the duly authorised representatives signing this schedule of deviations, Sentech and the Bidder agree to and accept the foregoing schedule of deviations as the only deviations from and amendments to the documents listed in the Tender Data and addenda thereto as listed in the Bid schedules, as well as any confirmation, clarification or changes to the terms of the offer agreed by the Bidder and Sentech during this process of offer and acceptance.

It is expressly agreed that no other matter whether in writing, oral communication or implied during the period between the issue of the Bid documents and the receipt by the Bidder of a completed signed copy of this Agreement shall have any meaning or effect in the contract between the parties arising from this agreement.

Contract Data

Part one - Data provided by Sentech given in all contracts

1. The *Purchaser* is
SENTECH SOC LIMITED,
Sender Technology Park
Octave Road
Radiokop
Honeydew
Johannesburg

2. General
The National Treasury General Conditions of Contract for goods and services (NT GCC, 2010) or General Conditions of Contract for Works (2015) as issued by National Treasury and the Construction Industry Development Board of the Republic of South Africa apply, respectively.

The goods are specified in the Scope of Work. The Special Conditions of Contract (SCC) are stipulated in the Tender Data.

3. Goods information:
The *Goods Information* is in the document called "Scope of Work" and in the documents and drawings referred to by it.

4. Terms of Delivery
The *Terms of Delivery* are contained in the General Conditions of Contract (GCC) and Special Conditions of Contract.

5. Language
The *language* of this contract is English.

6. Governing Laws and Jurisdiction
The Contract shall be governed by and interpreted according to the laws of the Republic of South Africa.

In the event of a conflict between or inconsistency in the laws applicable in the various provinces of the Republic of South Africa, the law as applied and interpreted in the Gauteng Province shall prevail.

The parties irrevocably submit to the exclusive jurisdiction of the South Gauteng High Court, Johannesburg in respect of any action or proceeding arising from this Bid.

This Bid and all contracts emanating there from will be subject to the General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The Special Conditions of Contract are supplementary to that of the General Conditions of Contract. Where, however, the SCC are in conflict with the GCC, the SCC shall prevail.

7. Sub-contracting post award
A Bidder awarded a Bid may only enter into a subcontracting arrangement with the approval of Sentech. The successful bidder may not subcontract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level of contributor than the Bidder concerned, unless the contract is subcontracted to an EME that has the capability and ability to execute the subcontract.

8. Transformation Plan
A transformation plan is a record of activities an entity intends to undertake to improve its BBBEE Level through Ownership, Management and Control; Skills Development; Enterprise and Supplier Development and Socio-Economic Development.

Sentech reserves the right to request a BBBEE transformation plan with clearly defined timelines and milestones if the recommended bidder does not meet Sentech's transformation goals. These milestones must be achieved over the term of the contract. This transformation plan shall be submitted within 10 working days from the written request, failing which Sentech reserves the right to withdraw its appointment of the preferred recommended Bidder.

9. Warranty

The warranty period is 12 months after Delivery.

10. Payment

The method and conditions of payment are contained in the Tender Data, GCC and SCC. The interest on late payment is 0 % per complete week of delay.

11. Currency

South African registered businesses that purchase equipment overseas and quote in foreign currency will be required to provide Sentech a 6-month forward cover contract on appointment. The 6 months forward cover will be re-negotiated and renewed every 6 months should the contract term on this tender be longer than 6 months.

12. General - Prices

Unless approval has been obtained from Sentech, no adjustment in contract prices will be made.

Applications for price adjustment must be accompanied by documentary evidence in support of any adjustment.

13. Price Negotiations

Sentech reserves the right to negotiate market related prices. If market-related prices are not agreed to, Sentech reserves the right to cancel the Bid.

14. Liabilities indemnities and insurance

Insurance is required from the Bidder in respect of delivery and transportation where applicable.

15. Disputes

Should any dispute, disagreement or claim arise between the parties ("the dispute") concerning this Agreement, the parties shall try to resolve the dispute by negotiation. This entails one party inviting the other party to meet and attempt to resolve the dispute within fourteen (14) days from the date of the written invitation.

If the dispute has not been resolved by such negotiation as referred to in this clause above, the Parties shall submit the dispute to the Arbitration Foundation of Southern Africa ("AFSA") for administered mediation, upon the terms set out by the AFSA secretariat.

Failing such resolution, the dispute shall be resolved by arbitration in accordance with the rules and procedures of AFSA by an arbitrator appointed by AFSA. Where the arbitration route is followed, the dispute must be adjudicated within Johannesburg in the English language and finally resolved in accordance with the rules of AFSA, by an arbitrator or arbitrators appointed by that Foundation.

The provisions of this clause shall not preclude any party from obtaining relief from a Court of competent jurisdiction. To this extent, the Parties hereby consent to the jurisdiction of the South Gauteng High Court, Johannesburg, South Africa. The provisions of this clause shall continue to be binding on the Parties, notwithstanding any termination or cancellation of this Agreement.

16. Termination

Sentech shall have the right, at its sole and exclusive discretion, upon written notice to the Bidder, to terminate this Agreement, in whole or in part should the Bidder fail to perform any of its obligations or deliver any deliverable timeously or should Sentech not be satisfied with the quality of any service/s in terms of this Agreement, to the satisfaction of Sentech.

Sentech shall furthermore have the right, as a result of such termination, to appoint a third party to perform the obligations of the Bidder in terms of the Agreement and the Bidder indemnifies Sentech against all costs incurred by Sentech in appointing such third party to fulfil the obligations of the Bidder.

Sentech shall have the right, at its sole and exclusive discretion, to terminate this Agreement, at any time, upon 30 (thirty) days' written notice to the Bidder.

17. Contract Term

This contract will run for a period of **36** months.

18. Supplier Due Diligence

Sentech reserves the right to conduct supplier due diligence at any time pre, during and post the contract period. This may include announced or unannounced site visits.

19. Cession

Sentech shall be entitled to cede, delegate, assign, charge, transfer or otherwise dispose of this Agreement or any rights or obligations therein in whole or in part, upon prior written notice to the Bidder.

20. Monitoring and Evaluation

The service delivery and performance of the Bidder will be monitored and evaluated by Sentech at all relevant times. In the event that the Bidder defaults in any manner or form, Sentech reserves the right to blacklist the Bidder on the National Treasury Database of Prohibited Suppliers and Tender Defaulters, and to take such further steps as may be warranted in the circumstances which steps shall be determined at Sentech's sole and exclusive discretion.

21. Protection of Personal Information Act No. 4 of 2013 ("POPI")

Sentech is POPI compliant and the Bidder will ensure that it conducts itself within the prescripts of the prescribed legislation.

Should Sentech need to collect Personal Information by law or in consideration of the Tender, and the Bidder fail to provide the Personal Information when requested, Sentech may refuse to accept the relevant services from the Bidder, and the Bidder will be notified in this event.

By agreeing to the terms of this Agreement, the Bidder voluntarily authorizes Sentech to process its' personal information (including its' name, credit card & banking details, physical address, telephone numbers, reference letters & any other information it has provided to Sentech) for purposes of Tendering and contracting.

The Bidder consents to the transfer of such personal information to third parties.

This consent is effective immediately and will endure until the relationship between the Bidder and Sentech has been terminated.

The Bidder indemnifies and holds Sentech harmless against any loss, whether direct or indirect, arising out of the failure to process any of its' personal data in accordance with applicable laws.

22. Delay damages

As stipulated in the Special Conditions of Contract.

Sentech's Representative is

Name: Mr Zunaid Adams

Address: **SENTECH SOC LIMITED,**
Sender Technology Park
Octave Road
Radiokop
Honeydew
Johannesburg

Tel No. 0114714400
Email: adamsz@sentech.co.za

Sentech's Representative is the Executive: Legal and Regulatory.

Contract Data
Part two - Data provided by the Bidder
Statements given in all contracts
The Bidder is:

Name _____ Address

_____

a company / close corporation / partnership duly incorporated in accordance with the laws of the Republic of South Africa.

PART C2: PRICING DATA

Price List
Travel Volumes

The current SENTECH total volumes per annum includes air travel, accommodation, car hire, forex, conference, shuttles services, etc.

The table below details the approximate expenditure or the FY 2020/2021:

SERVICE CATEGORY	APPROXIMATE EXPENDITURE 2020/21	NO. TRANSACTIONS
Air travel - Domestic	R283 827.53	313
Air Travel - Regional & International	R7 557.35	1 - regional
Car Rental - Domestic	R879 384.82	243
Car Rental - Regional & International	-	-
Shuttle Services - Domestic	R95 710	169
Accommodation - Domestic	R3 775 702.44	996
Accommodation - Regional & International	-	-
Conferences/Events	R470 247.40	15
Insurance	-	-

The table below details the approximate expenditure or the FY 2019/2020:

SERVICE CATEGORY	APPROXIMATE EXPENDITURE 2019/20	NO. TRANSACTIONS
Air travel - Domestic	R2 727 349	1 892
Air Travel - Regional & International	R1 436 090	67
Car Rental - Domestic	R1 466 908	919
Car Rental - Regional & International	R19 304	5
Shuttle Services - Domestic	R426 070	811
Accommodation - Domestic	R6 587 498	1 869
Accommodation - Regional & International	R666 672	41
Conferences/Events	R2 339 712	82
Insurance	R270	1
SERVICE CATEGORY	APPROXIMATE EXPENDITURE 2019/20	NO. TRANSACTIONS
Air travel - Domestic	R2 727 349	1 892
Air Travel - Regional & International	R1 436 090	67
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Car Rental - Regional & International	R19 304	5
Shuttle Services - Domestic	R426 070	811
Accommodation - Domestic	R6 587 498	1 869
Accommodation - Regional & International	R666 672	41
Conferences/Events	R2 339 712	82
Insurance	R270	1

Price Breakdown

DESCRIPTION	TRANSACTION FEE (Excl. Vat)
Once off Implementation	
Training and Support	
Air Tickets	**FEE**
Domestic	
International (Bordering countries)	
International	
Cancellation fee	
Refund fee	
Change fee	
Accommodation	**FEE**
Domestic	
International (Bordering countries)	
International	
Cancellation fee	
Refund fee	
Car Rental, Shuttle Service, Transfers and Chauffeur Drive	**FEE**
Domestic	
International (Bordering countries)	
International	
Cancellation fee	
Refund fee	
Sector Fee (Air, return flight, Accommodation, Car hire and Transfers)	**FEE**
Domestic	
International (Bordering countries)	
International	
Venues and Facilities	**FEE**
Bus Ticket	
Rail Ticket	
Cancellation fee	
Refund fee	
Consultant Fee (Excluding system booking fee)	**FEE**
Office hours	
After hours	
	TRANSACTION FEE (Excl. Vat)

Added Benefits	FEE
Visa Service	
Emergency Visa	
Insurance Cover	
Foreign Exchange	
Travel Clinic	
Ancillary Services	
Airport Parking	
Airport Lounge Booking	
Meeting, Conferencing and Events	**FEE**
Conference - Local	
Conference - International	
Events	
Tours	
Group Bookings	
Other	**FEE**

PART C3: SCOPE OF WORK SENTECH'S GOODS INFORMATION

1. TECHNICAL REQUIREMENTS

1.1. Glossary of Terms

Abbreviations	Descriptions
RFP	Request for Proposal
OBT	Online Booking Tool
SLA	Service Level Agreement
TMC	Travel Management Company
SAP	System Applications and Products

DEFINITIONS

- **Travel Management Company** means a Company registered and authorised to deliver Travel and Accommodation on behalf of SENTECH.
- **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
- **Car Rental** means the rental of a vehicle for a short period of time by a Traveller for official purposes.
- **Domestic travel** means travel within the borders of the Republic of South Africa.
- **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 the Republic of South Africa.
- **Lodge Card** is a credit card which is specifically designed purely for business travel expenditure. There is typically one credit card number which is "lodged" with the TMC at to which all expenditure is charged.
- **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).
- **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 the border of South Africa to any of the SADC Countries, namely; Angola, Botswana, Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe.
- **Service Level Agreement** is a contract between the TMC and Government 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 and courier fees.

2. SCOPE OF WORK

2.1 Generic System Capabilities
- The System must work and be accessible on devices such as I-Pads/ Tablets and Smart Phones.
- The Travel Agent must have the operating license for the online system.
- The online system must be able to integrate with internal system (SAP).

2.2 Travel Policy
- The system must have vendors shown out of policy and not bookable by the user.

- The system must have vendors shown out of policy, but bookable by the user that will automatically trigger workflow approval, motivation as to why it's out of policy and highlight the alternative options to the authoriser

2.3 Booking Process
- The system should have a quoting system

- The system should have error management process when tickets fail to issue, or travel documentation not produced or lodged card swipes fail.

- Travel documents be produced electronically

- The system should be able to upload documents, (e.g. internal approval documents)

- The system should cater for domestic multi-leg bookings

- The SELF-BOOKING TOOL should allow for holding tickets

- The system should deal with automated documentation for air tickets, road transport, accommodation, parking? (no consultants touch the booking)

- Offline bookings should be incorporated into the system

- Consultants should make the reservation when required

- Whilst a trip planned is pending approval, proposed reservations should be held with the vendors. Participating transfer vendors, participating accommodation vendors, Participating road transport vendors, domestic mainline carriers, domestic low-cost carriers.

- Plan for unused tickets must be part of the proposal submission.

2.4 Workflow Approval
- The system should have multiple approvers.
- The system should support multiple approval groups.
- The system should support approval of travellers who are not part of the organisational structure as an option.
- The system should be able to do emergency booking.

2.5 Accommodation
- The system should be systematically facilitating accommodation reservations with B&B establishments not presented on any open central reservation system.
- The system should be able to do multiple accommodations booking in one transaction i.e. different hotel for different travellers or different hotel for one traveller in one booking
- The system should be able to list a new vendor on the system, support pictures of properties, user feedback on properties.
- Matching of the order to the invoice occur within the system. Provide separate quotes for dinner, bed and breakfast

2.6 Road Transport
- Multiple pick up and drop off locations be supported within the online travel system
- Multiple cars booked for multiple travellers in a single booking.
- System support guaranteed availability when there are availability constraints at a car rental agency that is accessible via system
- system highlight between vendors who are the cheapest by number of kilometres included in the negotiated rate

- extras like GPS, additional drivers, etc. be booked on the system
- the system should compare between road travel company rates

2.7 Air Travel
- The system systematically facilitates name changes to low cost carrier tickets
Cancelled flight tickets must be managed systematically
- Unused flights tickets tracked and applied for reuse systematically
- The system should have an option of allowing multiple flights with one booking
- Seating preference should be accommodated where possible

2.8 Profiles and Reporting
- Systems user access and maintenance should be done regularly
- Real time reporting. All the transactions relating to the order. What has been paid and what is outstanding

2.9 Training
- Training be provided to all staff members
- Train the Trainer approach

2.10 Billing Process
- Bill-backs are integrated into the system for reporting purposes.
- Bill back process must be integrated with SAP CONCUR Expense Module

2.11 Further Requirements of the Electronic Solution
- Maximum actual system response time for a complete travel booking, which includes a road transport, airline ticket, and accommodation booking.
- Application to provide a historical record/audit trail of each administrative change that occurs within the application.
- The application must have the ability to assign specific tasks / functions to specific administrative roles.
- Solution able to securely authenticate, encrypt any interface to or from your solution.
- The application must be able to receive an approved Order to trigger the bookings process.
- The system should have an automatic reconciliation facility (Lodge Card Reconciliation) to match successful bidder invoices to authorize Orders to accommodate payments. (only exceptions should have to be handled manually by staff).
- The application must be able to cater for after the fact costs (such as mileage on car rentals, fuel on car rentals, S&T claims).
- Onsite support to be available.
- The application must offer a report to indicate the savings lost due to the booking being made/not being made within a certain timeframe before departure (based on historical values for the same transaction).
- Must offer reporting of automated refund tracking as well as unused ticket reporting.
- Must have pre-defined and user-defined reporting capabilities with a drill down capability to allow the easy creations of a comprehensive suite of management reports
- Have a report per traveller, which indicates the duration of stay, type of accommodation (such as Bed and Breakfast), and whether or not the traveller actually travelled.
- Have a report per user, which indicates significant actions taken by the user (such as travel booker creation, approvals, workflow changes, etc.)
- Must have the ability to customize the reporting suite according to the SENTECH's requirements.
- Must have the ability to export reports into a variety of formats (such as PDF, HMTL, and CSV).
- Must allow for on-demand / adhoc / scheduled reporting
- Controls must be in place to protect the data.
- Must support the capture of a reason for travel at the time of making a booking.
- Roll out the solution to all the various elements of SENTECH.

2.12 After Hours and Emergency Services

- The TMC must provide a consultant or team of consultants to assist travellers with after hours and emergency reservations and changes to travel plans.
- A dedicated consultant/s must be available to assist VIP/Executive travellers with after hour or emergency assistance.
- After hours' services must be provided from Monday to Friday outside the official hours (17:00 to 8:30) and twenty-four (24) hours on weekends and public holidays.
- A call centre facility or after hours contact number should be made 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 a standard operating procedure (SOP) for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.

2.13 Financial Management

- The TMC must implement the rates negotiated by the SENTECH with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- The TMC will be responsible for managing the service provider accounts. This will include the timely receipt of invoices to be presented to the SENTECH for payment within the agreed time period.
- The TMC must enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- The TMC will be required to offer a 30-day bill-back account facility to the SENTECH. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices the SENTECH for the services rendered.
- Where pre-payments are required for smaller bed and breakfast/guest house facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- The TMC will be required to consolidate travel supplier bill-back invoices.
- The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to the SENTECH's Financial Management Department on the agreed time period (e.g. weekly). This includes attaching the travel authorisation or purchase order and other supporting documentation to the invoices reflected on the Service provider bill-back report.
- Ensure travel supplier accounts are settled timeously.

2.14 Cost Management

- The National Treasury cost containment initiative and the SENTECH's Travel and Subsistence Policy is establishing a basis for a cost savings culture.
- It is the obligation of the TMC Consultant to always advise on the most cost effective option, and costs should be within the framework of the National Treasury's cost containment instructions.
- 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.
- 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.
- 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 the SENTECH's Travel and Subsistence 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

PART C3: SCOPE OF WORK
PURCHASER'S GOODS INFORMATION

3. TECHNICAL REQUIREMENTS

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2.4 Workflow Approval
- The system should have multiple approvers.
- The system should support multiple approval groups.
- The system should support approval of travellers who are not part of the organisational structure as an option.
- The system should be able to do emergency booking.

2.5 Accommodation
- The system should be systematically facilitating accommodation reservations with B&B establishments not presented on any open central reservation system.
- The system should be able to do multiple accommodations booking in one transaction i.e. different hotel for different travellers or different hotel for one traveller in one booking
- The system should be able to list a new vendor on the system, support pictures of properties, user feedback on properties.
- Matching of the order to the invoice occur within the system. Provide separate quotes for dinner, bed and breakfast

2.6 Road Transport
- Multiple pick up and drop off locations be supported within the online travel system
- Multiple cars booked for multiple travellers in a single booking.
- System support guaranteed availability when there are availability constraints at a car rental agency that is accessible via system
- system highlight between vendors who are the cheapest by number of kilometres included in the negotiated rate
- extras like GPS, additional drivers, etc. be booked on the system
- the system should compare between road travel company rates

2.7 Air Travel
- The system systematically facilitates name changes to low cost carrier tickets

Cancelled flight tickets must be managed systematically
- Unused flights tickets tracked and applied for reuse systematically
- The system should have an option of allowing multiple flights with one booking
- Seating preference should be accommodated where possible

2.8 Profiles and Reporting
- Systems user access and maintenance should be done regularly
- Real time reporting. All the transactions relating to the order. What has been paid and what is outstanding

2.9 Training
- Training be provided to all staff members
- Train the Trainer approach

2.10 Billing Process
- Bill-backs are integrated into the system for reporting purposes.
- Bill back process must be integrated with SAP CONCUR Expense Module

2.11 Further Requirements of the Electronic Solution
- Maximum actual system response time for a complete travel booking, which includes a road transport, airline ticket, and accommodation booking.
- Application to provide a historical record/audit trail of each administrative change that occurs within the application.
- The application must have the ability to assign specific tasks / functions to specific administrative roles.
- Solution able to securely authenticate, encrypt any interface to or from your solution.
- The application must be able to receive an approved Order to trigger the bookings process.
- The system should have an automatic reconciliation facility (Lodge Card Reconciliation) to match successful bidder invoices to authorize Orders to accommodate payments. (only exceptions should have to be handled manually by staff).
- The application must be able to cater for after the fact costs (such as mileage on car rentals, fuel on car rentals, S&T claims).
- Onsite support to be available.
- The application must offer a report to indicate the savings lost due to the booking being made/not being made within a certain timeframe before departure (based on historical values for the same transaction).
- Must offer reporting of automated refund tracking as well as unused ticket reporting.
- Must have pre-defined and user-defined reporting capabilities with a drill down capability to allow the easy creations of a comprehensive suite of management reports
- Have a report per traveller, which indicates the duration of stay, type of accommodation (such as Bed and Breakfast), and whether or not the traveller actually travelled.
- Have a report per user, which indicates significant actions taken by the user (such as travel booker creation, approvals, workflow changes, etc.)
- Must have the ability to customize the reporting suite according to the SENTECH's requirements.
- Must have the ability to export reports into a variety of formats (such as PDF, HMTL, and CSV).
- Must allow for on-demand / adhoc / scheduled reporting
- Controls must be in place to protect the data.
- Must support the capture of a reason for travel at the time of making a booking.
- Roll out the solution to all the various elements of SENTECH.

2.12 After Hours and Emergency Services
- The TMC must provide a consultant or team of consultants to assist travellers with after hours and emergency reservations and changes to travel plans.
- A dedicated consultant/s must be available to assist VIP/Executive travellers with after hour or emergency assistance.

- After hours' services must be provided from Monday to Friday outside the official hours (17:00 to 8:30) and twenty-four (24) hours on weekends and public holidays.
- A call centre facility or after hours contact number should be made 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 a standard operating procedure (SOP) for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.

2.13   Financial Management
- The TMC must implement the rates negotiated by the SENTECH with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- The TMC will be responsible for managing the service provider accounts. This will include the timely receipt of invoices to be presented to the SENTECH for payment within the agreed time period.
- The TMC must enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- The TMC will be required to offer a 30-day bill-back account facility to the SENTECH. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices the SENTECH for the services rendered.
- Where pre-payments are required for smaller bed and breakfast/guest house facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- The TMC will be required to consolidate travel supplier bill-back invoices.
- The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to the SENTECH's Financial Management Department on the agreed time period (e.g. weekly). This includes attaching the travel authorisation or purchase order and other supporting documentation to the invoices reflected on the Service provider bill-back report.
- Ensure travel supplier accounts are settled timeously.

2.14   Cost Management
- The National Treasury cost containment initiative and the SENTECH's Travel and Subsistence Policy is establishing a basis for a cost savings culture.
- It is the obligation of the TMC Consultant to always advise on the most cost effective option, and costs should be within the framework of the National Treasury's cost containment instructions.
- 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.
- 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.
- 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 the SENTECH's Travel and Subsistence 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