

ANNEXURE A

SCOPE OF WORK

CHE requires a panel of 5 Service Providers to render travel Management services for a period of 24 months to the organisation with provision for additional 12 months.

Travel entities shall render the travel management services for a period of 24 months, but not limited to the following services:

- a) Provide the CHE with the travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the service level agreements.
- b) Achieve significant cost savings for the CHE without any degradation in the services.
- c) Appropriately contain the CHE's risk and traveller risk.
- d) The service is required for a period of 24 months and CHE reserves the right to extend the service for an additional period of 12 months or reduce the period based on its discretion or contract value.
- e) CHE reserves the right to appoint less than or more than 5 Service Providers based on the market response and their needs at the time of award.
- f) The appointed panel of service providers will be allocated work randomly according to the Institution's needs and requirements.

1.1. Service Requirements

1.1.1. General

The successful Service Provider 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 CHE, locally and internationally. This will include employees, Peer Academics and clients where the agreement is that the CHE is responsible for the arrangement and cost of travel.
- b. Provide travel management services during normal office hours (Monday to Friday 8h00 – 17h00) and provide after hours and emergency services as stipulated in paragraph 15.3.6.
- c. Familiarisation with current CHE travel business processes and quote accommodation in line with CHE rates.

- d. Familiarisation with current travel/accommodation suppliers and negotiated agreements that are in place between the CHE and third parties. Assist with further negotiations for better deals with travel service providers.
- e. Familiarisation with the current CHE Travel Policy and implementation of controls to ensure compliance and adherence.
- f. Penalties incurred because of the inefficiency or fault of a travel consultant will be for the TMC's account or it will be subjected to the outcome of a formal dispute process.
- g. Provide a facility for the CHE to update their travellers' profiles.
- h. Manage the third-party service providers by addressing service failures and complaints against these service providers.
- i. Consolidate all invoices from travel suppliers.
- j. Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.
- k. Provide any other services requested by CHE which is related to travelling, flights, conferencing and accommodation (order must be approved prior service being rendered).

1.1.2. **Reservations**

The Travel Management Company will:

- a. Receive travel requests from the travel bookers, respond with 3 quotations (confirmations) where practical/feasible and based on availability. Upon the receipt of the relevant Purchase Order, 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 travel booker.
- c. Apprise themselves of all travel requirements for destinations to which travellers will be travelling and advise the travel booker 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 where required for the duration of the travel.
- h. Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- i. Must be able to facilitate group bookings (e.g. for accommodation, flights, for meetings, conference facilities, events, etc.)
- j. Must issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates and times.
- k. Advise the Travel bookers of all visa and inoculation requirements well in advance.
- l. Assist with the issuing of travel insurance for local and international trips where required.
- m. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- n. Note that, unless otherwise stated, all cases include domestic, regional and international travel bookings.
- o. Visa applications will not be the responsibility of the TMC; however the relevant information must be supplied to the traveller(s) where visas will be required (on exceptional cases where it might be beneficial and efficient to utilise travel agency, the agency can assist with VISA applications on CHE's request)
- p. Negotiated airline fares, accommodation establishment rates, car rental rates etc, that are negotiated directly or established by National Treasury or by the CHE are **non-commissionable**, where commissions are earned for the CHE bookings all these commissions should be returned to the CHE on a quarterly basis.
- q. Ensure confidentiality in respect of all travel arrangements and all persons details requested by the CHE.
- r. Timeous (within 7-14 days) submission of proof that services have been satisfactorily delivered (invoices) as per the CHE's instructions).
- s. Assist with excursions during conferences or seminars when requested by CHE.

1.1.3. **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 may be used.
- d. The TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Travel Booker.
- 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 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.
- h. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- i. Ensure that travel bookers and travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, travel cancellations, etc.).

1.1.4. **Accommodation**

- a. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment instruction of the National Treasury.
- 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. Where 3 quotations are not feasible the TMC will indicate such in their quotation with a note.
- 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 the CHE's travel policy.
- d. The CHE travellers may only stay at accommodation establishments with which the CHE are in line with CHE internal rates. Should there rates offered above the CHE approved rates, the TMC must indicate such and the relevant Subprogramme must

seek the necessary approval for utilisation of rates above CHE Rates. 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 circulars issued by CHE from time to time.

- e. Accommodation vouchers must be issued to all the CHE travellers for accommodation bookings and must be invoiced to the CHE as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- f. The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable CHE rates.
- g. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees. During cancellation penalties where possible must be avoided or negotiated for re-use.

1.1.5. Car Rental and Shuttle Services

- a. The TMC will book the approved category vehicle in accordance with the CHE 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 Travel Booker and 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 and travel bookers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages and accidents, etc.
- d. For Local or international travel where necessary the TMC may be required to offer alternative ground transportation to the Traveller that may include rail, buses, truck and transfers etc.
- e. Assist with bus hiring for long or short distance trips as per CHE's request.
- f. The TMC will book transfers in line with the CHE Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.

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

1.1.6. After Hours and Emergency Services

- a. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
- b. A dedicated consultant/s must be available to assist Travel Bookers and Travellers with after hour or emergency assistance.
- c. There should be a dedicated telephone number for after hour or emergency assistance.
- d. After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 8h00) and twenty-four (24) hours on weekends and Public Holidays.
- e. A call centre facility or after hours contact number should be available to all Travel Bookers and Travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.
- f. The Travel Management Company must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.

1.2. Communication

- 1.2.1. The TMC may be requested to conduct training sessions for Travel Bookers of the CHE.
- 1.2.2. All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.
- 1.2.3. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, travel management company in one smooth continuous workflow.

1.3. Financial Management

- 1.3.1. The TMC must implement the CHE internal rates or rates negotiated by the CHE with travel service providers or the discounted air fares or as directed by CHE in writing.
- 1.3.2. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to the CHE for payment within the agreed time period.
- 1.3.3. Enable savings on total annual travel expenditure and this must be reported and proof provided during monthly and quarterly reviews.
- 1.3.4. The TMC will be required to offer a 30 day bill-back account facility to institutions should a lodge card not be offered. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices the CHE for the services rendered.
- 1.3.5. 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.
- 1.3.6. Consolidate Travel Supplier bill-back invoices.
- 1.3.7. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to the CHE's Financial Unit 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.
- 1.3.8. Ensure Travel Supplier accounts are settled timeously.

1.4. Technology, Management Information and Reporting

- 1.4.1. The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- 1.4.2. All management information and data input must be accurate.
- 1.4.3. The TMC will be required to provide the CHE with a minimum of three (3) standard monthly reports that are in line with CHE's requirements or National Treasury requirements at no cost. The monthly and quarterly report must indicate different services categories e,g flights, accommodation, conference facilities, car hires, shuttle and any other TMC related services.
- 1.4.4. Reports must be accurate and be provided as per the CHE's specific requirements at the agreed time of monthly (3 days after month end) and quarterly (3 days after end of the quarter) or as per the agreement. 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).

1.4.5. The CHE may request the TMC to provide additional management reports.

1.4.6. Reports must be available in an electronic format for example Microsoft Excel.

1.4.7. Service Level Agreements reports must be provided on the agreed date (3 days after month end or as agreed). It will include but will not be limited to the following:

i. Travel

- a) All bookings per category e.g. flight, accommodation, car hire, shuttle etc.
- b) After hours' Report;
- c) Compliments and complaints;
- d) Consultant Productivity Report;
- e) Long term accommodation and car rental;
- f) Extension of business travel to include leisure;
- g) Upgrade of class of travel (air, accommodation and ground transportation);
- h) Bookings outside Travel Policy.
- i) Cancellation and Refund Report
- j) Conference facilities hiring
- k) Local and International excursions. during visitations, conferencing, seminars etc.

ii. Finance

- a) Reconciliation of commissions/rebates or any volume driven incentives;
- b) Creditor's ageing report;
- c) Creditor's summary payments;
- d) Daily invoices;
- e) Reconciled reports for Travel Lodge card statement, where applicable;
- f) No show report;
- g) Cancellation report;
- h) Receipt delivery report;
- i) Monthly Bank Settlement Plan (BSP) Report;
- j) Refund Log;
- k) Open voucher report, and

I) Open Age Invoice Analysis.

1.4.8. 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.

1.5. **Account Management**

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

1.5.2. The TMC must appoint a dedicated Account or Business Manager that is ultimately responsible for the management of the CHE's account.

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

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

1.5.5. Ensure that the CHE's Travel Policy is enforced.

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

1.5.7. Ensure that workshops/training is provided to Travellers and/or Travel Bookers.

1.5.8. During reviews, comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

1.6. **Value Added Services**

The TMC must provide the following value added services:

1.6.1. 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
- 1.6.2. Electronic voucher retrieval via web and smart phones;
- 1.6.3. SMS notifications for travel confirmations;
- 1.6.4. Travel audits;
- 1.6.5. Global Travel Risk Management;
- 1.7. Cost Management**
- 1.7.1. The CHE's Travel Policy is establishing a basis for a cost savings culture.
- 1.7.2. It is the obligation of the TMC Consultant to advise on the most cost effective option at all times, and costs should be within CHE `s affordability.
- 1.7.3. The TMC plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management, convenient, flexibility and traveller satisfaction.
- 1.7.4. 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 CHE'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.
- 1.8. Quarterly and Annual Travel Reviews**
- 1.8.1. Quarterly reviews are required to be presented by the Travel Management Company on all the CHE travel activity in the previous three-month period. These reviews are comprehensive and presented to The CHE's Procurement and Finance teams as part of the performance management reviews based on the service levels.
- 1.8.2. Annual Reviews may be requested for presentation to any of the CHE `s Committee (e.g. BAC, MANCO, EXCO and ect) where necessary.
- 1.8.3. These Travel Reviews will include without limitation the following information
 - i. Institution to list the information that will be required and the reporting requirements.
- 1.9. Office Management**
- 1.9.1. The TMC to ensure high quality service to be delivered at all times to the CHE's travellers. The TMC is required to provide the CHE with highly skilled and qualified

human resources of the following roles but not limited to (note:-One individual is allowed to fulfil different roles):

- a. Senior Consultants
- b. Intermediate Consultants
- c. Junior Consultants
- d. Travel Manager (Operational)
- e. Finance Manager / Branch Accountant
- f. Admin Back Office (Creditors / Debtors/Finance Processors)
- g. Strategic Account Manager
- h. System Administrator (General Admin)

1.10. Pricing Structure

Travelling Management Companies to submit its quotation as per the below pricing structure: -

No.	Category	Unit price in Rands (VAT Inclusive)
1.	Local Accommodation	
2.	International Accommodation	
3.	Local Conference Facility	
4.	International Conference facility	
5.	Local and International Air Travel/ Flights	
6.	Local and International Shuttle	
7.	Local and International Car Hire	
8.	Local and International Bus/Coach Hire	
9.	Any other transportation e.g Boat, Train etc	
10.	After hour Service Rate (in rand value)	
11.	Event Management	
12.	International related services e.g. visas, exchange rate etc.	
13.	Video Conferencing and other conferencing facilities	
14.	Training Bookings	
15.	Change bookings/Cancellations	
16.	Local and International Excursion facilitations	
17.	Visa facilitation, where required	
18.	Payment facilitations between CHE and Venue (whereby service requested is not part of travel agency duties but required for the conferencing or travelling)	

19	Ad hoc / Miscellaneous Services (quotation will be submitted per request per service requested, rates applicable will be agreed & approval to be granted prior rendering the service)	Not Applicable
	Grand Total (VAT Inclusive) (The grand total will be used for evaluation purpose for price and rates will be applied after award.)	

Note: The above pricing schedule is rates and rates will be used for calculation purpose. The services will be used as and when requested and the rates does not reflect the total cost of the contract. Bill Back to the agent pricing model is not applicable for this contract.

Further note that ad hoc / miscellaneous services mean any other travelling related service not costed above, but such service forms part of the travelling management agency services. When such services are required the Service Provider will be requested to submit a quotation and the order will be issued per quotation. Where quotation is not possible, actual cost incurred will be re-imbursed e.g. petrol refuelling.