

MINUTES OF NON-COMPULSORY BRIEFING MEETING

Tender No.: 258S/2025/26

Project: Provision of Travel Management Services for the City of Cape Town

Date: 12 June 2026

Time: 13:30 – 14:30

Chairperson: Chrisna Towsen

Department: Finance – Expenditure

1. Welcome and Opening

The Chairperson welcomed all attendees and confirmed that the session would be recorded and minutes circulated after the meeting.

The purpose of the session was to provide:

- An overview of travel management processes
- Statutory compliance requirements related to travel management
- Key tender requirements
- An opportunity for questions at the end

2. Statutory Compliance

Key compliance principles were highlighted:

- Section 65 of the MFMA assigns responsibility for municipal expenditure to the Accounting Officer.
- The Travel Management Policy is guided by:
 - National Treasury Regulations, Circulars and other Publications affecting travel in terms of the MFMA
 - Cost Containment Policy
 - Municipal Cost Containment Regulations (2019)

- International Relations Policy
- All City of Cape Town policies are available on [capetown.gov.za/Family and home/Meet-the-city/City-Council/Policies-by-laws-and-publications](https://capetown.gov.za/Family%20and%20home/Meet-the-city/City-Council/Policies-by-laws-and-publications)

3. Travel Management Processes

The end-to-end process includes:

3.1 Trip Initiation

- Travel need identified
- Traveller profile and travel request completed
- Requests submitted via TMC generic email

3.2 Approval Process

- Travel report compiled and approved
- Submitted to Travel Management Office
- Authorisation number issued

3.3 Booking & Finalisation

- Travel Booker complete Travel Booking Confirmation Form and send it to the TMC
- Travel arrangements finalised
- Vouchers issued prior to travel

4. Travel Statistics

- Approx. R12 million spend (2024/2025 financial year) with ± 1,956 transactions
- Current year spend (July 2025 to April 2026): approx. R17 million
- Majority of spend relates to flights and accommodation

5. Tender Requirements (Summary)

- Mandatory **IATA accreditation**
- Submission of functional requirements including:
 - Transition plan
 - Booking processes, online booking tools, and after hour and emergency support
 - Company experience (Schedule F13A)
 - Client references (Schedule F13B)
 - Office management (Schedule F13C)
 - Account management processes

6. Questions and Answers (Summarised)

The following key questions were raised and addressed:

6.1 Supplier Registration

- Bidders must register on **both the City database and National Treasury CSD** as per clauses 2.1.7 CCT Supplier Database Registration and 2.1.8 National Treasury Web Based Central Supplier Database (CSD) Registration on page 7 of the tender document.
- Step-by-step guidance is attached alongside these minutes.
- Supplier Management can assist directly with registration issues on the below email address;

Supplier.management@capetown.gov.za

6.2 Tender Documentation & Schedules

- **Schedules F13A and F13B:**
 - Do not need identical client information
 - Must reflect experience within the **past 5 years (not continuous)**

- Only **one complete tender submission** is required.

6.3 Pricing Schedule

- Pricing is based on **transaction fees per activity**
- Bidders must provide:
 - Manual booking fee
 - Online booking fee
- Additional tender offers may be submitted in accordance to clause 2.2.11 of the tender document. All bidders to ensure that they read and understand these requirements.

6.4 Contract Award Approach

- The City intends to appoint:
 - **One primary TMC (winner)**
 - **One alternative supplier (backup)**
- Refer clause 2.1.5.1 of the tender document:

2.1.5 Procurement procedures

2.1.5.1 General

Unless otherwise stated in the Conditions of Tender, a contract will be concluded with the tenderer who scores the highest number of tender adjudication points.

The CCT intends to appoint **two** tenderers (the highest ranked tenderer ("the winner") and in addition a of **one** "alternative tenderer") for the allocation of work. If insufficient responsive bids are received, the CCT reserves the right to appoint fewer tenderers, or not to appoint any tenderers at all.

Suppliers, once appointed and subject to operational requirements, will be invited to deliver the goods or services on a "winner-takes-all" basis, whereby the order will always be offered and, if accepted, allocated to the highest ranked tenderer ("the winner"), and only if he refuses will the work be offered to the next highest ranked tenderer from the alternative tenderers).

The contract period shall be from 01 July 2027 to 30 June 2030.

6.5 Online Booking Tool Requirements

- Currently using a **manual/traditional system**

- Transitioning toward an **online booking tool** to:
 - Improve turnaround times
 - Streamline quotations and approvals
- No system integration required at this stage.

6.6 Payment Mechanisms

- Current methods include:
 - **Lodge card**: flights and international accommodation and transfers
 - **Bill-back system**: domestic accommodation, car hire, shuttles
- Same approach expected going forward.

6.7 Third Party Relationships

- TMC manages relationships with third party service providers (e.g. car hire companies)
- City selects from options provided by the TMC.

6.8 Tender Clarifications

- Performance security guarantee: **Not applicable**
- Specifications in tender document define expectations in full
- No specific performance issues raised with current provider
- Focus is on meeting stated requirements.

6.9 Submission Requirements

- Closing date: **6 July 2026 at 10:00 AM**
- Late submissions will not be accepted

- For **technical enquiries** after this meeting please contact **Finance**, at email: Finance.Tenders@capetown.gov.za
- Queries to be submitted **at least 7 days before closing** to ensure time for a response and implementation of the response to the tender document.

7. Key Takeaways

- Strong emphasis on **compliance, structured processes, and documentation quality**
- Transition to **digital/online booking systems** is a strategic priority
- Tender evaluation will focus heavily on **functionality and completeness**

8. Closure

The Chairperson thanked all attendees and confirmed that the meeting was officially closed.