



DR JS MOROKA LOCAL MUNICIPALITY



PROJECT NO: JSM/FIN – 01/2026
**PROVISION OF TRAVEL AGENCY SERVICES FOR THE PERIOD OF 3 (THREE) YEARS/
36 MONTHS ON AS AN WHEN REQUIRED**

SCOPE OF WORK

Part C3: Scope of Work

C3 Scope of Work

Tenderer

Witness 1

Witness 2

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Employer

Witness 1

Witness 2



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C 2.2. SCOPE OF WORK

SPECIFICATION/TERMS OF REFERENCE

Services to be provided will include Accounts, reports and client/relationship management but not be limited to:

A. Reservations/bookings, arrangements, changes, upgrades, vouchers and payment thereof on:

Domestic:

- i. Airline tickets, accommodation, and car rentals
- ii. Shuttle services/chauffeur/taxis/busses
- iii. Conference arrangements and assistance
- iv. Visa, forex and insurance arrangements on request
- v. Travel clinic arrangements on request

International:

- i. Airline tickets, accommodation, and car rentals
- ii. Shuttle services/chauffeur/taxis/busses
- iii. Conference arrangements and assistance
- iv. Visa, forex and insurance arrangements on request
- v. Travel clinic arrangements on request

Tenderer

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Witness 2

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Employer

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B. After-hour service

To avoid third party involvement, a dedicated travel agent consultant must be available after hours to facilitate unexpected travel arrangements. Confirmation that the after-hour service will be performed by travel agent consultant and describe the process that will be used to execute this service that may include the following:

- i. Facilitation of new bookings.
- ii. Changes to existing bookings.
- iii. Issuing of vouchers where applicable.

C. Conference and Event Management

Conference and event management is a major service aspect of this bid with regards to cost. The service provider must therefore be able to execute professional conference services

☐ Depending on the size/scale of the conference, assistance by the travel agent might be requested of the venue for the duration of the conference.

- i. Stuffed delegation registration desk.
- ii. Flight desk new travel arrangements and changes to travel arrangements.
- iii. Liaison with venue management/staff.

Note: The cost associated with this service must in any event be covered in the overall conference percentage fee.

☐ Describe in detail (step-by-step) your company's process with respect to the planning and execution of a conference/event. Response limes to be included.

☐ Submit supporting documentation (proof) of recent conference to supporting the planning and execution process and to identify the location, duration, value and services rendered.

Tenderer

Witness 1

Witness 2

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Employer

Witness 1

Witness 2



D. JOINT VENTURES AND CONSORTIUMS

The following documents must be attached:

- Copy of Signed Joint Venture Agreement (if applicable)

E. PERIOD OF CONTRACT

The period of the contract will be 36 months/once off but should work rendered be unsatisfactory the contract will be summarily terminated, and a new contractor will be appointed.

F. SERVICE LEVEL AGREEMENT

A service level agreement will be entered into with the successful bidder.

G. ACCEPTANCE OF OFFER

The Municipality reserves the right not to award the tender or any part of the tender subject to the availability of budgetary funds.

H. EVALUATION

Tenders will be evaluated on functionality first. Only tenders who receives the minimum eligible points of 70 and above will be further evaluated on price and preference points.

I. VALIDITY PERIOD

The tender shall be valid for 90 days from date of opening the tender.

Tenderer

Witness 1

Witness 2

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Employer

Witness 1

Witness 2