... the compensation fund for the period of 36 months.

B-BBEE points may be allocated to bidders on submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); and
- B-BBEE Certificate/ Sworn affidavit

The Service provider must submit proof of its B-BBEE status level of contribution.

Bidder(s) who do not claim Preference Points will be scored zero for B-BBEE and cannot be excluded from the tender process.

1. SPECIAL CONDITIONS OF THIS BID

Compensation Fund reserves the right:

10.1 Not to award or cancel this tender at any time and shall not be bound to accept the lowest or any Bid.

10.2 To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).

10.3 To accept part of a tender rather than the whole tender.

10.4 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid.

10.5 To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.

Compensation fund for the period of 36 months.

10.7 To award a tender based on which bidder is offering the best value for money, even if such Tender is not the lowest priced tender.

10.8 Not to award the tender to the bidder whose financial statements are not in order.

10.9 Award to multiple bidders to spread the risk.

10.10 As part of due diligence, [Compensation Fund] may conduct a site inspection at a client of the Bidder (reference) for validation of the services rendered. The choice of site will be at Compensation Fund's sole discretion.

2. RULES OF BIDDING / GENERAL CONDITIONS OF CONTRACT

a. The Fund will enter into a single contract with a single company for the delivery of the work set out in these terms of reference. It will be expected that the contracted company have necessary expertise secured via subcontract, or under a joint venture arrangement.

b. The shortlisted companies may be required to conduct a presentation to the CF at no cost to the Compensation Fund.

c. Tax Compliance status pin must be submitted by all South African companies submitting bids as part of a consortium or joint venture.

d. Foreign company providing proposals must become familiar with local conditions and laws, and take them into account in preparing their proposals

e. Bids must be submitted in South African Rands, on a fixed price basis.

f. The cost of preparing bids and of negotiating the contract will not be reimbursed.

g. The Fund is not bound to accept any of the bids submitted.

for the compensation fund for the period of 36 months.

h) The Fund reserves the right to withdraw or amend these terms of reference by notice in writing to all parties who have received the terms of reference.

i) The Fund reserves the right to call interviews with short-listed bidders before final selection.

j) The Fund reserves the right to negotiate price with the preferred bidder.

k) Company may ask for clarification on these terms of reference up to close of business 72 hours before the deadline for the submission of bids. Any request for clarification must be submitted in writing by email and will be replied to in writing by email. SCM.enquiries@LABOUR.gov.za.

l) The Fund reserves the right to return late bid submissions unopened.

m) The Fund reserves the right not to evaluate bids that are not submitted in the format specified in these terms of reference. Failure to submit the bids in the specified format will invalidate your bid.

n) A company may not contact the Fund or any member of the bid committees, on any matter pertaining to their bid from the time when bids are submitted to the time the consultant contract is awarded. Any effort by a bidder to influence bid evaluation, bid comparisons or bid award decisions in any matter, may result in rejection of the bid concerned.

o) The deadline for submission of bids is 11h00 on ....

p) The required service must commence one week after the official order has been placed and contract signed.

q) No incomplete tenders, late tenders and tenders received telegraphically or per facsimile shall be accepted.

r) The personnel of the civil company shall adhere to security regulations of the Fund. This entails issues like locking all valuables and computer equipment, remove of any computer equipment from the Department's premises.

s) The Compensation Fund reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and presentations.

t) A two envelope system must be used, with one envelope containing only the price proposal and the other envelope containing the technical proposal, one (1) CD with content of each file, tax compliance status pin, and all other tender documents.

Bids must be submitted by hand to:
The Compensation Fund
167 Thabo Sehume,
Delta Heights Building,
Pretoria CBD, 0001

for the compensation fund for the period of 36 months.

u) **Bids must be clearly marked:**

I. Bid Number
II. Travel Management
III. Compensation Fund: Supply Chain Management
IV. Attention: Acquisition Management

12. GENERAL CONDITIONS OF CONTRACT

The general conditions of contract as enclosed in the standard bidding documents apply.

13. BRIEFING SESSION

According to the National Treasury Instruction no 05 of 2020/21 the briefing session should not be made compulsory or mandatory unless otherwise approved by the accounting officer or accounting authority.

Prospective service providers will not be expected to attend a compulsory briefing session to be held on

14. ENQUIRIES

SCM.Enquiries@LABOUR.gov.za

(Annexure A1)

Online booking system Reservations

Aim

The aim is to create a seamless process through the integration between the TMC system and Compensation Fund IT and financial systems to:

Facilitate travel procurement streamlining the process and improve cost control as well as compliance with internal travel policies and avoiding having to re-key the same data into the systems twice or more.

Objective

Master data and transactional data

A. The objective is to Integrate seamlessly for master data and transactional data mitigating:
   - overhead with budget/funds commitment processing and payment;
   - errors and inaccuracies by automating billing (Invoice/ Credit Note), and expense allocations;
   - privacy issues;
   - legal risks;
   - unauthorised access and travel purchases
   - manual approval processes;
   - reporting errors and inaccuracies;

B. Improve travel policy compliance to prevent and eliminate fraud and human errors; helping to work toward a business reality defined by error-free efficiency and automated workflows.

Real-time validation and updates

A. Perform real-time validation and updates using the data on CF's IT systems before committing any transactions on the travel system avoiding invalid entries due to unsynchronised data.

B. Accurately perform budget checks to register, track, reduce and clear commitments requiring fairly complex validations avoiding running the risk of over-expenditure.

C. Generate purchase orders in real-time, ensuring the accuracy of commitments.

D. Rollback unsuccessful updates as appropriate on either system or return appropriate messages to keep users informed.

Near time updates

A. Provide functionality so that static (master) type data can sync periodically to ensure the travel system has up to date information reducing validation errors when calling services to validate real-time data such as cost centres, relevant approvers, GL codes/Account Numbers

Scope of work and deliverables

The online Booking Solution Product Description

- The travel functionality must allow the traveller/ travel booker to request the travel arrangement in accordance to the applicable prescripts and instructions issued within the National Travel Policy Framework. This also includes changes, amendments and cancellations.

- The functionality must certify that all travel arrangements requested by the traveller/travel booker are approved as per each departmental delegation of authority.

- This functionality must issue the travel e-ticket, travel itinerary, and vouchers for accommodation, car rental, shuttle, Busses and venues and facilities.

- The functionality must pay airline ticket through TMC credit card. Once the traveller or travel booker has travelled and invoices for accommodation and car rental etc. has been uploaded into the system though bill-back functionality, the invoices will be paid through the departmental payment processes.

- The functionality must allow that the traveller/ travel booker view trip information according to configured user profile per cost centre/account number.

- The functionality must warrants the travel approver to delegate another official when out of office. This functionality must also allow for escalation when travel arrangement is not approved within a certain time period.

- The functionality must ensure that the traveller/ travel booker manages their own user profile, user preferences, loyalties and reward information, etc.

- The functionality must allow all institutions to view management information for reporting and monitoring purposes

- The functionality must ensures that all GDS(Global distribution system) and non GDS supplier's stock or information is part of the system and continuously be updated with the relevant and most recent data

- The Online Booking Tool must preferable have an expense management capability or be able to be developed.

- The functionality must ensure that CF have the ability to manage users (including TMCs and visitors) of the system, configure the workflow according to CF's delegation of authority.

- The system should alert the traveller/travel booker of visa requirements, travel insurance, health warning requirements, travel alerts, airline baggage policy, etc.

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- In the event that the system is offline the TMC should be able to allow the traveller/travel booker to submit the travel request manually.

- The TMC should be able to capture the travel request on behalf of the traveller in case of emergency or if the system offline

- Alert the traveller/travel booker when budget is not available, if available the budget must be committed on departmental financial systems.

- The systems should allow the user to select from the display suppliers as per the departmental policy, Guide for members, Sessional Policy and National treasury cost containment measures

- The system must send an SMS and Email notification to traveller/travel booker or Authorizing official pertaining the travel booking

- The TMC should be able to upload the invoice and credit notes for Air, accommodation, car rental, shuttle, Busses and venues and facilities

- The system should be able to interface with any payment systems used by the department

- The system should be able to display all trip information of the traveller as well as the status of approval

- The system should be able to provide the user role-based dashboard (analytics, management information etc.)

- The system should allow the user and system administration to create a user profile

- The system should allow the user or system administrator to make amendments to the user profile details

Travel Management Air

- System should default to the traveller's profile category according to the policy rules. It should only display the class of the air ticket that complies with the traveller's profile category (eg. Economy class, business class)

- The system should automatically default to the departure airport, destination airport, date and time of flight as was captured

- The system must allow the traveller/travel booker to make changes to the flight booking

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- The system should display all available flights from airlines to the chosen destination and the preferred time (as well as, flights two (2) hours before and two (2) hours after the preferred time)
- The system should allow the traveller/travel booker to select the preferred flight
- The system should display the rules of the flight
- The system must allow practical rerouting for International flights, and it must be cost effective.
- For International Travel the TMC should obtain three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveller
- The system must assist with the booking of charters for VIP utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other chatter requirements
- The system should allow the traveller to rate the service of the airline
- The system should allow the traveller/travel booker to deviate from the departmental travel policy with reasons and supporting documentation

Travel Management-Accommodation

- System should default to the traveller's profile category according to the policy rules. It should only display the accommodation facilities that complies with the travellers profile category
- The system should allow the traveller/travel booker to deviate from the institution travel policy with reasons and supporting documents
- The system should allow the user to capture final destination of accommodation
- The system must allow the traveller/travel booker to make amendments to the accommodation booking
- Once the traveller/travel booker has captured the destination, the system should be able to display the available accommodations within 5km radius
- The system should be able to display the rules and amenities of the accommodation facility
- The system should allow prepayment if the supplier request for one and TMC be responsible for payment.

- The system should allow the traveller to rate the establishment, suppliers etc. based on the accommodation facility's service, comfort, cleanliness etc.

Travel management-Car Rental

- The system should default to the traveller's profile category according to the policy rules. It should only display the car rental group that comply to the traveller's profile category
- The system should allow the traveller to rate the car rental company's service
- The system should allow the traveller/ travel booker to deviate from the institution travel policy with reasons and supporting documentation
- The system should automatically default to pick up point and delivery point (usually an airport)
- The system must allow the traveller/travel booker to amend to the car rental booking
- The system should allow the traveller/travel booker to select pick –up/ drop-off point or delivery point in cases where no flights are involved e.g. travelling from PTA to Limpopo
- The system should allow the traveller/travel booker to deviate from the policy with reasons and authorization.

Travel Management-Shuttle services

- The system should be able to allow the traveller/travel booker to select the pick-up point and drop off point as per the traveller profile
- The system should allow the traveller/travel booker to make amendment upon approval.
- The system should allow the traveller/travel booker to rate performance of driver, suppliers etc. based on the trip

Group Travel Management-Accommodation/venue

- The system should cater for group arrangement for conferences according to the configured number of travellers as per CF's policy
- The system should allow both the TMC or travel booker to make travel arrangements for group travel

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- The system should be able to allow manual travel arrangement based on blocked booking/negotiated rates

Group Travel Management- buses

- The system should cater for bus booking arrangement according to the configured number of travellers as per CF's policy

- The system should allow both the TMC or travel booker to make travel arrangement for group travel

- The system should be able to allow manual travel arrangement based on blocked booking/negotiated rates.

Online booking Tool Technical specification

The following concepts are applicable:

- Travel Management Portal (TMP)
  The TMP are the user interface platform for all travel management activities and is supported by two technology platforms namely OBT and CF's IT systems Holding Area. There are interfaces from both these platforms to the back-end CF IT systems (Budget,Provisioning and Finance)

  The functionality of the OBT area is:

  a. Capturing of Travel Information
  b. Capturing of Travel Request
  c. Upload TR Supporting Documentation
  d. Enquire Budget Availability
  e. Confirm Budget Shift
  f. Reject Travel (no budget)
  g. Override Budget Check
  h. Recommend / Verify Travel Request
  i. Approve Travel Request
  j. Generate Travel Order (Purchase Order)
  k. Place Travel Order
  l. Cancellation of Travel Booking
  m. Amendment of Travel Booking

  The functionality of CF's IT systems Holding area is;

  n. Uploading of Travel Invoices / Credit Notes (CRN's) with supporting documentation
  o. Confirm Available Funds (for Emergency Travel)
  p. Authorise Travel Invoices / CRN's
  q. Reject Travel Invoices / CRN's
  r. Extract and Store Invoice Supporting Documents

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- Travel Request *(OBT Travel Requisition)*
  The Travel Request articulates the complete trip services. A Travel Request can be for one or more travellers.

  Note: OBT generates a "Requisition Reference" as one of the inputs from TMC and therefore consideration should be given to using this requisition number as reference.

- Travel Requisition (*Purchase requisition* - CF IT systems)
  A *purchase requisition* object is created in CF IT systems to enable the solution to commit the budget the moment the funds are checked and available. If not available, the travel request will be halted and a notification send to either Shift Funds (Travel Necessary), Override Budget (Emergecy Travel) or Reject Travel (Travel not necessary). This is manual processes and the action taken must be confirmed back to the TMP

- Travel Budget
  The Travel Budget represents the commitment for the complete Travel Requisition the moment the funds are available and committed on CF's IT systems

- Travel Order (PO)
  The Travel Order (PO) is the officially approved instruction to the Travel Management Company (TMC) documenting the booked travel services after budget and Travel approval.

- Travel Tickets/Vouchers/Itinerary

  The document (Electronic or paper) issued confirming and entitling the holder (Travellers) to access transport, accommodation or other travel services as depicted on the ticket/voucher for a confirmed booking.

- Travel Cancellation
  Travel Cancellation is the instruction cancelling the booking and Travel Order (PO) releasing the committed budget less any known charges applicable (penalties and fees).

- Travel Item Cancellation
  Travel Item Cancellation is the instruction cancelling a specific item booked and Travel Order (PO) Line Item releasing the committed budget less any known charges applicable (penalties and fees).

- Invoices (Type: [N] Normal)
  Track the date, services procured, and charges either paid or still outstanding.

- Credit Notes (Type: [N] Normal)
  Track the date, services cancelled, and reversal of charges either refunded or still outstanding typically due to cancellations and will result in reversing/releasing the committed budget amount. Any associated cancellation costs will be invoiced separately and integrated, posted and paid.

- Invoice (Type: [R] Re-invoice)
  Re-invoices correct previously issued Invoices and is always preceded by a Credit

Note (Type: [R] Re-invoice). No adjustments to committed budget amounts are necessary.

- Credit Note (Type: [R] Re-invoice)
  This type of Credit Note specifically indicates a specific invoice is being re-invoiced and therefore, the reason for the Credit Note. No adjustments to committed budget amounts are necessary.

- Invoice (Type: [A] Additional)
  Additional charges represent charges incurred in access of that allowed for per the Travel Order (PO) line Item and budget commitment but authorised through some other means. The Invoice must be integrated, posted and paid but first amended on the TMP.

- Invoice (Type: [U] Unmatched)
  Charges for services consumed but no Travel Order (PO) exists as in the case of emergencies (where no Travel Request was captured or approved on the system yet) or agreed exceptions and authorisation is via SMS, email or voice. Exceptions could involve charges incurred as a result of rejected travel authorisation requests in which case a Travel Order (PO) does not get raised but due to cancellation of the services reserved the vendor may impose a cancellation penalty.

  Traveler / Coordinator must go and capture the Travel Request with its relevant supporting documentation, ensure that the budget is available and the travel request approved, that the purchase order is generated and then the Un-matched invoice must be rejected with the details of the purchace order so it can be re-invoiced.

- Credit Note (Type: [A] Additional)
  Implies that it is reversing an Additional Invoice

- Credit Note (Type: [U] Unmatched)
  Implies that it is reversing an Unmatched Invoice

Open/Closed Orders

Travel Order (PO) Line Items have a field **"Order item fully processed"** and when marked **"N"** it implies that the full amount for the Travel Order line item is not fully invoiced as yet and should be integrated, posted and paid. The committed budget must remain **except** if the field is marked "Y" in which case the difference determined must be released from the committed budget amount because no further charges are expected as in the case of an early checkout.

Supporting Documents

Supporting documents if applicable, will be attached to Invoices and Re-invoices.

Cardinality

The typical relationship of a Travel Request to Travel requisition is one-to-one. The Travel Requisition represents the complete Travel Request and the total committed budget amount

The relationship between the Travel requisition and the Travel Order (PO) is one-to-many. A separate Travel Order (PO) is generated per traveller or primary traveller on the trip which allows for tracking and allocation of costs against the traveller cost centre and application of the traveller/cost centre associated business rules and travel policy. It also facilitates a streamlined process for handling individual traveller changes and cancellations.

The relationship of a Travel Order (PO) to Invoice is one-to-many. A Travel Order Item may have different suppliers, and therefore each will result in a separate Invoice.

Furthermore, suppliers sometimes raise partial invoices due to individual items charges not being available at the time or where a supplier under invoices an amount.

The relationship of a Credit Note to Invoice is one-to-one. Where necessary a full credit is issued reversing the associated Invoice, and a new invoice raised reflecting the revised details and charges as applicable.

Please note that all Credit Notes will be for the full amount of its relevant Invoice and no partial Credit Notes will be generated.

Reject/Posted Invoices/Credit Notes

Rejected Invoices/Credit Notes due to incorrect amounts must be reversed through a Credit Note or Invoice respectively and re-invoiced accordingly.

Rejected Invoices/Credit Notes for a reason other than a value discrepancy outside the order value will not be reversed but resubmitted upon resolution.

Resolve additional Invoices and Credit notes amendment must be done first.

Amendments (changes)
Amendments apply where one or more Travel Order (PO) Line Items are modified:
Flights: dates/times; route (origin cannot change); class
Cars: dates (duration); pickup/dropoff; car group
Accommodation: dates (duration); room type

Changes are constrained to the original supplier (airline; property; car rental vendor)
If a change in a supplier is required the item must be cancelled and a new Travel Request created subject to budget and travel authorisation resulting in a new Travel Order (PO).

All changes are subject to authorisation and could result in changes to the cost.

Changes resulting in additional charges will necessitate in a new Travel Request process covering the additional costs which will result in a new Travel Order (PO) for the difference. Line-item?

Changes resulting in a reduction in cost can occur either before or after Invoicing:

- Where a reduction occurs after invoicing a full credit will be passed against the original and the revised amount invoiced with the "Order item fully processed." field

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flagged "Y". Release or reduce the committed budget by the value of the difference. Note: no partial credits.

- Where a reduction occurs before Invoicing as in the case of accommodation or car hire; the original Travel Order (PO) gets cancelled, and a new order gets created. Thus an Invoice is generated against the new Travel Order (PO)
  OBT does not generate partial Credit Notes, and nor does it facilitate any Travel Orders (PO) amendments.

When amendment is requested and there is an addition must follow the same process as when doing the bookings e.g. (if an official has booked accommodation for 4 days & wants to adds another day the initial process of booking applies)

When amendment is requested and there is a reduction & there is no financial implications incurred it must be credited e.g. (if an official has booked accommodation for 4 days & wants to reduce to 3 days the travel unit should be informed immediately)

When amendment is requested and there is financial implications incurred the travel unit/ Line Manager should be informed by the traveler and consequence management will be applied.

Cancellation of Line Items

When a Travel Request Line Item gets cancelled, the item booked gets revoked, and the Travel Order (PO) line item gets cancelled.

Where items are cancelled and already Invoiced:

- Invoiced items are credited. If there is a financial implication (cancellation charges), the costs get invoiced against the original line item and the "Order item fully processed" field marked "Y" indicating no further charges. Adjust the Budget commitment accordingly.

- If there is no financial implication (cancellation charges), Invoiced Items are credited, and the "Order item fully processed" field marked "Y" indicating no further charges. Adjust the Budget commitment accordingly.

Where items are cancelled and not Invoiced:

- If there is a financial implication (cancellation charges), the costs get invoiced against the original line item and the "Order item fully processed" field marked "Y" indicating no further charges. Adjust the Budget commitment accordingly.

- If there is no financial implication (cancellation charges), the Travel Order (PO) line Item gets cancelled via a web service call. Adjust the Budget commitment accordingly.

Service fees will already have been applied and not reversed. i.e. an invoice for the service fee line item will apply.

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However, if a new line item is required in the place of the cancelled item for the same Trip (i.e. the original Travel Request) a new Travel Request and all its downstream concepts need to be created which implies that a Trip can have more than one Travel Request, Travel Requisition, Travel Budget, Travel Order and Invoices and Credit Notes and this needs to be reconciled by the Travel BU to ensure there are the correct reporting and account of the cost of Travel Trips.

When cancellation of a line item is requested and there is a new line item required (for the Trip) it must follow the same process as when doing a new booking e.g. (if an official has booked accommodation for 4 days & wants to adds another day at a different service provider, a new booking applies)

Cancellation of Travel Request

Same as for Cancellation Line Items above except that it applies to all items on The Travel Order (PO)

If the booking is cancelled after approval is granted and budget has been committed and there is no financial implications, it should be credited and the funds should be returned to the relevant cost centre

If cancellation is made and bookings have been approved and there is financial implications consequence management will be applied.

Also, the financial implication (cancellation penalties) will result in an Invoice against the original Travel Order (PO) Line Item and the Line Item "Order item fully processed" field is flagged "Y" indicating no further charges expected and the remaining committed budget amount reversed/released.

Technical Notes

OBT generate and track the request based on our "reference" the moment the Travel request is made. Therefore, there is a need to maintain the OBT "reference".

The TMP need to facilitate recording both the OBT reference and the BAS /SAGE reference.

Technically we deliberately used the term "OBT Reference" and "BAS /SAGE Reference" to avoid confusion with the term Requisition used by both.

Thus OBT will always include the "OBT Reference" and BAS /SAGE will return the "BAS /SAGE Reference" only if budget is available.

Where budget is available OBT will include with the validateTravelApproval service:

- CF IT systems Reference (confirms and tracks the budget allocation on CF IT systems OBT Reference (Confirms and Tracks the Request)
- OBT generated Purchase Order Number (Confirms and tracks the approved Order)

When budget is not available and the budget approver responds with "OVERRIDE" OBT will proceed to obtain travel approval, and

If approved we will include with the validateTravelApproval service:

- OBT Reference (confirms and Tracks the Request)
- OBT generated Purchase Order Number (Confirms and tracks the approved Order)

Additionally OBT include an indicator recognizing it as an "OVERRIDE" instruction by the budget approver and also OBT will not return a "CF IT systems Reference" since no budget would have been committed.

When OBT send the Invoice or Credit Note through the validate Invoice Credit Note service OBT will include the OBT generated Purchase Order which represents the authorisation matching the Purchase Order unless of course it is an invoice or credit note identified as Type: Unmatched.

Also, the OBT generated Purchase Order is per passenger which requires the "CF IT systems Reference" to accept multiple orders against it and each order can have multiple lines as identified in the document presented titled "Compensation Fund integration draft proposal".

ANNEXURE A2

DEPARTMENTAL PROCEDURES

DEPARTMENTAL PROCEDURES RELATING TO TRAVEL BOOKINGS

1. IDENTIFY REQUIREMENT

An official of the Compensation Fund identifies a need to travel where the following services can be requested:

a) Flights from point A to B rendered by a commercial airline company, domestic or international
b) Accommodation at a certain location rendered by a hotel group or guesthouse facility, domestic or international.
c) The TMC must ensure that the accommodation is booked closest to the travellers meeting place.
d) Transport services from point A to B rendered by a car rental company or a shuttle/chauffeur service, domestic or international.
e) Conference / Venue facility at a specific location rendered by a venue or accommodation supplier.
f) Rail, transport, bus, shipping and ferry service from point A to B rendered by a bus, train and a shipping company.

2. PRE-BOOKING (OFFLINE)

a) The Compensation Fund Travel Booker/Coordinator/PA/, contacts the TMC and requests a quotation on any of the services stated in paragraph 1, as a new service or an amendment to an existing service.
b) The TMC provides the Travel Booker/Coordinator/PA/, with an estimate cost/quote of the individual service required and confirms the pre-booking for the specific services utilizing the official's objective and responsibility code.
c) The pre-booking is done through email by the Travel Booker/Coordinator/PA, sent to the TMC, including supporting documents or supporting documents sent the following day/when the system is up and running again.
d) The pre-booking is done verbally in case of emergency and as soon as the system is back up and running the bookings must be captured on the system by the Travel Booker/Coordinator/PA.
e) The TMC must request approval for the offline booking from the travel unit (Key Accounts Manager (DD) / ASD / Travel Officer) from Compensation Fund.
f) The TMC must compare 3 quotations and execute the booking within the turnaround time.
g) The bookings go through Quality Assurance as level 01 approval then,
h) The travellers responsible Manager as level 02/03 grants approval/declines the booking.
i) All vouchers are sent to the traveller via email and SMS, immediately after final approval.
j) All changes done by the Travel Booker/Coordinator/PA with the TMC must be on email and travel section must be copied on all emails before the voucher is issued.

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k) When the required number of quotes could not be obtained the TMC must state in bold on the quotation /itinerary/email.

3. AUTHORISATION / APPROVAL FLOW

a) The travel section as level 01 quality assurers, evaluate all bookings for compliance (Policy/Cost containment, NT Regulations), Delegated Authority according to the approval flow.

b) Deputy Director as level 02 recommending and/or final approvers, (land/air arrangements) approves/declines the booking as part of internal control, to avoid unplanned and wasteful expenditure trips for the fund.

c) Directors, as level 03 final approvers for all subordinates, grants approval/decline bookings.

d) Chief Directors/CFO/COO/DDG, as final approvers for Directors, grants approval/decline bookings.

e) Commissioner shall approve bookings for all Chief Directors.

f) The TMC confirms the booking with individual service providers as per National Treasury instructions, the order number is generated with the voucher, immediately after final approval.

g) Vouchers as booking confirmations by the TMC are sent immediately to the Travel Booker/Coordinator/PA via sms and email.

h) After the booking has been finalised, the traveller must make use of the sms/printed vouchers to check in and may proceed with the journey

i) Supporting documents not attached must be on the following day/sent by another colleague.

j) Any amendments/Cancellation must be executed on the online booking system and if not, by email to the TMC and copy the travel section

4. DELIVERY OF TRAVEL DOCUMENTATION

The TMC must email and sms the information prior to travelling with the relevant travel documentation i.e. vouchers or air ticket, to the traveller and Travel Booker/Coordinator/PA or prior to commencement as mutually agreed.

5. AMENDMENT TO AIR TRAVEL ARRANGEMENTS

In case of changes occurring to the original travel arrangements, the Travel Booker/Coordinator/PA, who made the booking is to liaise with the TMC and make the necessary arrangements. Such changes can be executed on the system and/or by email. The following actions will be taken for the indicated cases:

a) Cancellation /Amendment of Travel: The Travel Booker/Coordinator/PA who made the booking is to approach the TMC immediately and have the bookings changed as per amendment/cancellation email. Reason must be provided for such an amendment by email.

b) If payment had been made and an invoice had already been submitted to the Compensation Fund, a credit note will be processed. In the event of cancellation fees being levied, the TMC is to invoice the Compensation Fund accordingly. Payment of cancellation fees will be processed by the Department in accordance with Departmental policy and SLA

6. AIR TRAVEL

a) Ticket Classes

All booking of air tickets must comply with National Treasury Instruction with regards to the codes and classes to be used.

b) Issuing of air tickets

Only when the final authorizer approver grants approval, will the TMC confirm the preliminary booking by issuing the air ticket to the relevant official at the Compensation Fund.

c) Changes in bookings during weighing-in

Only in exceptional cases may travellers change the original approved bookings. In these cases, the travellers will be obliged to pay any additional costs and refer any claim for reimbursement to Compensation Fund. Furthermore, travellers may under no circumstances endeavour to have their air tickets changed to help accumulation of personal benefits.

d) Excess luggage

i. Official excess luggage is to be dealt with as follows (private excess luggage remains the responsibility and cost of the traveller concerned):

ii. Prior Knowledge: Approval is to be obtained from the Deputy Director: Auxiliary Services 48 hours in advance of the travel service being undertaken.

iii. Weighing-in at Airport: The traveller will be obliged to pay the cost for any excess luggage identified during the weighing-in at airports and submits any claim for reimbursement to CF.

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e) **Lounges at airports**

Travellers may only use dedicated lounges at airports if it is at no additional cost to the Compensation Fund or if it is included in the relevant air ticket. In the event of specific and special requirements relating to international travel, the Deputy Director: Auxiliary Services is to make special arrangements with the travel agent with due consideration that cost is kept to the minimum.

7. TRANSPORT: CAR RENTAL AND SHUTTLE SERVICE

a) **Signing rental agreement**

At the destination the traveller approaches the relevant car rental company or meets the representative of the car rental company delivering the vehicle and submits the voucher for rental. After providing his/her card driver's license, the traveller will correctly complete and sign the rental agreement on behalf of Compensation Fund. In respect of the following aspects on the rental agreement, the traveller will decline them, as the Compensation Fund covers its own insurance:

i. Collision damage waivers
ii. Personal accident insurance
iii. Theft waivers

No petrol cards will be issued except in the event that written approval from the Deputy Director: Auxiliary Services was submitted.

b) **Non-utilization of rental vehicles**

In the event of vehicles not being utilized as booked and the car rental companies not timeously being advised of any cancellation or changes to the bookings, such non-acceptance of rented vehicles are to be reported to the Deputy Director: Auxiliary.

c) **Accident/Damages**

Refer to Procedures relating to Payment 10.1.4 (d)

d) **Traffic fines**

Refer Procedures relating to Payment 10.1.4 (e)

8. ACCOMMODATION

The TMC should book travellers in accordance with National Treasury requirements.

a) Non-utilization of accommodation

In the event of the accommodation not being utilized as booked and the TMC and hotel not having been timeously advised of any cancellation or changes to the bookings, such non-utilization of accommodation is to be reported to the Deputy Director: Auxiliary. An invoice clearly stating the No show/cancellation fee should be forwarded to the Department for payment according to policy.

b) Departure from accommodation

Before departure each traveller will sign the final invoice. The traveller must pay for his/her telephone calls, dry cleaning, alcoholic drinks, lunch and dinner. The Department will under no circumstances pay the TMC or supplier if any of the above has not been recovered from the traveller before departure, including incidents of theft.

9. CONFERENCES AND WORKSHOPS

The following step should be followed when procuring the conference and Workshop Services from the TMC:

a) Complete a checklist with the following information:
   i. Name of the event.
   ii. Dates of the event.
   iii. Number of people attending.
   iv. Geographic area to host the conference.
   v. Dietary requirements.
   vi. Conference layout.
   vii. Equipment required.
   viii. Additional rooms required.

b) E-mail checklist to TMC and cc Deputy Director: Auxiliary Services
   i. TMC to acknowledge receipt of the e-mail.
   ii. TMC to source quotations as per CF specification.
   iii. Minimum of 5 quotations must be obtained.
   iv. Provide a spreadsheet with a comparison of cost from the minimum of 3 quotes received.
   v. E-mail back to CF the quote and cost comparison and cc Deputy Director: Auxiliary Services.
   vi. Soft drinks to be included in the Day Conference package.
   vii. After analysing the quote should the supplier do not meet the CF specification, the TMC must source more quotations.
   viii. CF must verify and accept quote.

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ix. On acceptance of the quote the TMC must request a contract from the nominated supplier.

x. CF will issue order number with the:
   - Signed quote
   - Signed contract
   - Signed conference booking form
   - Name List of attendees

xi. TMC will check the availability of the nominated supplier.

xii. TMC will send a voucher to the supplier and cc CF.

xiii. CF may request additional extras at the venue through the TMC.

xiv. TMC will send a quote of the extras to the travel co-ordinator and cc Deputy Director: Auxiliary Services.

xv. CF will send an amended Conference Booking Form for the extras to the TMC.

xvi. TMC must submit invoice to CF without the extras as per the initial quote.

xvii. Invoice for extras to be invoiced separately.

10. PROCEDURES RELATING TO PAYMENT

10.1. Submission of Invoices

10.1.1. Invoices, per travel service, must be forwarded to the Compensation Fund for payment weekly, (within 30 days) after the travel service has been rendered. The Department will under no circumstances pay an invoice if the invoice is initially submitted to the Department four months after the travel service has been rendered.

10.1.2. Monthly reconciliation reports to be submitted to the Department, where the reports state the amounts per Departmental Office and objective in respect of each service separately. Reconciliations must balance back to all disbursements made by the Department in a specific month.

10.1.3. The Department will not process payment if the following attachments are not submitted with the invoice:

a) Supporting documents
b) Suppliers invoice as a true copy
c) TMC invoice

d) Exception documents i.e. accident reports, traffic fines, e toll, petrol statements ministerial approval for visits abroad or approval for full bill-back accounts.

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10.1.4 The invoices are to contain the following minimum basic information and additional specific information relating to the indicated service provided:

(a) Basic Information

i. Invoice number and date
ii. Departmental order number
iii. Travel agent's name, address, and office of issue
iv. Name of the traveller –
v. Supporting documents
vi. Account number
vii. Cost per service
viii. Certified true copy of supplier's invoice
ix. TMC Banking details on the invoice
x. Service dates
xi. Date of travel (delete)
xii. Type of service

In case of amended / corrected invoice which was previously submitted, "Corrected copy" stamp must be affixed on the invoice by the TMC.

(b) Air Travel Information

i. Date of travel
ii. Air ticket number
iii. Airline company's name and routes travelled
iv. Class of travel
v. Amounts charged e.g. VAT and Service fees

(c) Vehicle Rental Information

i. Date of collection and return
ii. Car rental company's name
iii. Car Group and category
iv. Copy of car rental agency's invoice with order number
v. Detail of service i.e. refuelling cost
vi. Voucher number
vii. Travellers name on supplier's invoice

(d) Accidents /Incidents

i. Damages or incidents must be invoiced separately from the rental invoice
ii. The copy of the rental invoice must be attached
iii. Supporting documents
iv. Copy of drivers licence
v. Copy of pre and post inspection
vi. Voucher

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vii. Affidavit or Driver Statement
viii. SAPS report when third party involved
ix. Rental Agreement
x. Damage/Incident Report
xi. Z181

(e) Traffic Fines

i. Traffic Fines should be invoiced separately
ii. Copy of rental agreement must be attached
iii. Drivers licence
iv. Copy of infringement
v. Proof that traffic fine was re routed
vi. Supporting documents
vii. Voucher
viii. Z606
ix. Proof of payment

(f) Accommodation

i. Date of arrival and departure
ii. Name of Hotel / Guesthouse
iii. Grading
iv. Certified copy invoice of supplier with order number
v. Voucher number
vi. Supporting documents

(g) Supporting Services e.g. shuttle services/rail age

i. Date of service
ii. Service provider
iii. Particulars of service
iv. Certified copy of supplier invoice with order number
v. Voucher
vi. Supporting documents

(h) Conferences

i. Date of service
ii. Voucher number
iii. Particulars of service
iv. List of attendees
v. Star grading
vi. 3 quotations from service providers
vii. Comprehensive comparison sheet for all the quoted suppliers based on the client specifications
viii. Terms and conditions/ Establishment Contract

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ix. Supporting documents
vii. Certified copy of supplier invoice with order number

i) **Group Travel Management Buses**

i. Date of service
ii. Voucher attached
iii. List of official attended the event
iv. 3 quotations from Service Provider/s
v. Approved memorandum from Delegated Official
vi. Supporting documents
vii. Certified true copy of supplier invoice
viii. Request for approval (submission)

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11. **CORRECTNESS OF INVOICES**

(a) Air Travel

Ensure that air tickets are certified as a true copy and same as in the system.

The Compensation Fund reserves the right to reject any claim for payment in respect of which the official trip was never approved.

(b) Vehicle Rental

Ensure that the information on the invoices corresponds with the information on the attached car rental agency invoice which is certified as a true copy

Ensure that if the group vehicle is not as specified in the Departmental policy and the necessary approval is attached to the invoice.

The Compensation Fund reserves the right to reject any claim for payment in respect of which the official booking was never approved.

(c) Accommodation

Ensure that all extras are not reflected on the invoice, only bed, breakfast and dinner is approved by the delegated authority.

The Compensation Fund reserves the right to reject any claim for payment in respect of which the official trip was never approved

(d) Train/bus Travel

Ensure the relevant information on the supplier's invoice corresponds with attached supporting documents for train/bus tickets.

The Compensation Fund reserves the right to reject any claim for payment in respect of which the official does not produce receipts.

(e) Supporting Service

Supporting documents, supplier invoice, TMC invoice

Compensation Fund reserves the right to reject any claim for payment in respect of which the official trip was never approved.

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12. CREDIT NOTES

12.1 Credit Notes, the TMC must forward to the Compensation Fund, the invoice and credit note at the same time.

12.2 Credit notes are to contain the following minimum information:

i. Credit note number and date
ii. Travel agent's name, address, and office of issue
iii. Name of traveller
iv. Supporting documents
v. Invoice number and date
vi. Amount
vii. Copy of original invoice
viii. Copy of credit note

13 REFUNDS

i. TMC must submit the spreadsheet of all refunds weekly
ii. Department to analyse the spreadsheet and advise TMC to process the refund
iii. TMC to provide proof of refund from the Service Provider
i. Credit note with credit note number and date
ii. Invoice with invoice number and date
iii. Travel agent's name, address, and office of issue
iv. Name of traveller/service
v. supporting documents
vii. Amount

14 PAYMENT

(a) Method of payment

All payments will be made through Electronic Funds Transfer system or through the normal Financial System within 30 days after receipt of the compliant invoices. Payment will only be effected if the invoices are compliant with the Compensation Fund Policies.

(b) Reconciliation

Monthly management reports containing order/reference numbers must be submitted in order to verify outstanding orders. An electronic payment system will be utilized to ensure that no duplicate payments are processed against an official order number/reference. Reports will be generated from this system in order to reconcile with the management reports received from the TMC. A detailed age analysis and summary must be provided for CF.

15 AFTER HOUR PAYMENT

i. All after hours must be submitted and reported the next day after travelling.
ii. The TMC must submit the after hour invoices on a weekly basis.
iii. The TMC must submit the after-hours report on a monthly basis.

16 MANAGEMENT REPORTS REQUIREMENTS

16.1 FORMAT OF REPORTS

Compensation Fund requires monthly management reports for the entire Department. The reports should contain information as stipulated below.

16.2 MANAGEMENT REPORT: OBJECTIVE

(a) The report is to reflect the following per Directorate:

i. Air Travel
ii. Date of travel/ticket
iii. Order number
iv. Status of travel i.e. utilized, cancelled or pending
v. Passenger's particulars
vi. Airline/s utilised
vii. Cost relating to airport taxes or excess luggage
viii. Cost of air ticket
ix. Amount saved in relation to most expensive standard tariff in specific class of travel
x. Percentage savings in relation to most expensive standard tariff in specific class of travel.
xi. Total amount spent per airline used for the specific month
xii. Total amount saved for the specific month
xiii. Total accumulative amount spent per airline used for the specific year
xiv. Total accumulative amount saved for the specific year
xv. Total percentage of saving for the specific year
xvi. Flight numbers
xvii. Routings
xviii. Invoice number
xix. Class of travel
xx. Free miles accumulated
xxi. Airline loyalty linkages
xxii. List objectives in order of savings
xxiii. Unused tickets

(b) Car Rental

The information in this category relates to vehicle rentals, travels by train or bus accommodation or any supplementary services provided or arranged. The information required is the following:

- i. Date service provided
- ii. Traveller's particulars
- iii. Service provider
- iv. Cost of service provided
- v. Amount saved in relation to most expensive standard tariffs relating to similar services
- vi. Percentage saving is in relation to most expensive tariff relating to similar services
- vii. Total amount spent per service provided for the specific month
- viii. Total amount spent for the specific month
- ix. Total amount saved for the specific month
- x. Total accumulative amount spent per service provided for the specific year
- xi. Total accumulative amount saved for the specific year
- xii. City where required
- xiii. Car rental group
- xiv. Invoice number
- xv. Routing
- xvi. Accident reports

(c) Hotel Accommodation

- i. Date of service provided
- ii. Order number
- iii. Travellers particulars
- iv. Accommodation (Hotel name)
- v. Hotel grading
- vi. City where required
- vii. Total of days
- viii. Invoice number
- ix. Cost of service provided
- x. Amount saved in relation to most expensive tariff relating to similar services
- xi. Total amount spent per service provided for the specific month
- xii. Total amount spent for the specific month
- xiii. Supporting documents

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(d) **Shuttle Services**

i. Date of service provided
ii. Order number
iii. Name of Traveller
iv. Chauffeur versus shuttle
v. Cost of service per travel
vi. Number of individuals sharing shuttle
vii. Date of service provided
viii. Order number
ix. Name of Traveller
x. Name of the service provider utilized
xi. City of pickup and delivery
xii. Supporting documents

(e) **Conferencing**

i. Date of service provided
ii. Name of workshop/conference
iii. Conference booking form with Order number
iv. Travellers particulars for accommodation
v. List of Official attending event
vi. Accommodation (Hotel name)
vii. Hotel grading
viii. City to host the event
ix. Total of days
x. Invoice number
xi. Cost of service provided
xii. Amount saved in relation to most expensive tariff relating to similar services
xiii. Total amount spent per service provided for the specific month
xiv. Total amount spent for the specific month

17 EXCEPTION REPORTS

17.1 Provide detail per travel service under the following categories:

i. Cancelled services
ii. No show fees
iii. Incidents of theft
iv. Accidents or damages
v. Irregular use i.e. deviation from routes
vi. Exceeding National Treasury Threshold

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17.2 Full particulars on above categories must be provided:

i. Date of occurrence
ii. Name of supplier
iii. Name of supplier
iv. Name of traveller
v. Order number
vi. Cost incurred
vii. Comments or description

17.3 BBB-EE STATISTICS REPORT

i. Company equity ownership
ii. Company gender ownership
iii. Comparison on utilization per travel service between BBB-EE companies and remainder of the suppliers

18 QUARTERLY AND ANNUAL FINANCIAL REQUIREMENTS

18.1 FORMAT OF REPORTS

Compensation Fund requires monthly, quarterly and annual financial reports for the entire Department stipulating Regional Office information on separate reports not later than the 5th working day of the quarter ending.

The reports should contain the following basic information and additional specific information relating to the specific report as stipulated below.

(a) Basic Documentation for CF

i. Spreadsheet for open vouchers
ii. Spreadsheet for accruals
iii. Spreadsheet for credit notes
iv. Statement per Directorate / Regional Office
v. Age Analysis per Directorate / Regional Office
vi. Cost Containment

(b) Basic Information

i. Service date
ii. Account number
iii. Amount
iv. Type of service
v. Ageing
vi. Order Number

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19 CORRECTNESS OF SPREADSHEETS

(a) Open vouchers

Ensure that the information on the spreadsheets corresponds with the information on trip manager and reflects the following:

i. Service date
ii. Service Provider
iii. Description of service
iv. Responsible unit/Directorate
v. Account
vi. Voucher amount
vii. Order number
viii. Official involved

(b) Accruals

Ensure that the information on the spreadsheets correspond with the information on the attached invoices and trip manager

(c) Credit Notes

Ensure that the information on the spreadsheets correspond with the information on the attached credit notes and trip manager

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