

Annexure A

Terms of Reference

For the provision of travel management services to the CSIR for period of Five (5) years.

RFP No. 3569/29/05/2023

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1. INVITATION FOR PROPOSAL

Proposals are hereby invited for the provision of travel management services to the CSIR.

The purpose of the Request for Proposal (RFP) is to obtain capability, pricing and general information on the business of potential Contractors for the CSIR to determine the Contractors most capable of providing the service.

This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the CSIR.

This RFP does not constitute an offer to do business with the CSIR, but merely serves as an invitation to bidders to facilitate a requirements-based decision process.

Responses to this Request for Proposal (RFP) (hereinafter referred to as a Bid or a Proposal) are requested from suitably qualified entities (hereinafter referred to as a Respondent or Bidder) for the provision of Travel Management Services (TMC) for a period of five (5) years based on off-site management fee model. The CSIR requires a travel management service to manage all travel (air travel, accommodation, ground transportation and all travel associated services) and seeks to engage bidders that will provide highly responsive, quality-oriented service to all travellers. The CSIR expects the selected TMC to be able to leverage its consolidated buying power to obtain optimum discounts for all services.

2. PROPOSAL REQUIREMENTS

All proposals are to be submitted in a format specified in this enquiry. Additional and supporting information can be provided.

2.1. Technical Proposal

The following must be submitted as part of the **technical** proposal:

- a) Provide a company profile that includes an organogram, domestic and international affiliations and staffing profile;
- b) Provide a completed technical evaluation criteria scorecard and compliance checklist, including supporting information;

- c) Provide a detailed transition plan for implementing the service ensuring minimal service interruption;
- d) Provide testimonials/reference letters from at least three (3) written contactable existing/recent clients (within past 3 years) for travel related services of similar spend and volume of transactions;
- e) Provide an International Air Transport Association (IATA) licence/ certificate (certified copy) at closing date. Where a bidding company is using a 3rd party IATA licence, proof of the agreement must be attached and copy of the certificate to that effect at closing date; and
- f) Any other supplementary information pertaining to the bid, clearly marked to confirm to which section of the bid the supplementary information relates.

2.2. Financial Proposal

The following must be submitted as part of the **financial** proposal:

- a) Cover Letter;
- b) Management Fee without SBT Cost;
- c) Management Fee with SBT Cost;
- d) Three (3) latest Audited Annual Financial Statements (Only latest Audited Annual Financial Statements for period between year 2018 and 2022 would be considered); and
- e) CSD registration report (RSA suppliers only).

3. SCOPE OF WORK

This RFP is for the delivery of comprehensive travel services to the CSIR. Service requirements are described in Section 8 of this document.

4. CRITERIA FOR PARTICIPATION IN THE COMPULSORY BRIEFING SESSION

The bidder must meet the following mandatory criteria for participation in the compulsory briefing session:

- a) Submit a fully completed and signed Expression of Interest Form. **Annexure B**.
- b) The team compiling the bid (e.g., Bid manager and Operations Manager) must be available to attend the briefing session as the bid is highly technical.

5. DEFINITIONS

- 5.1 **Accommodation** means the rental of lodging facilities while away from one's place of abode, but on official business.
- 5.2 **After-hours** service refers to an enquiry or travel request that is actioned after normal CSIR working hours, from 16h30 until 08h00 the next day on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.
- 5.3 **Agreement** shall mean the written agreement entered into between the CSIR and service provider, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 5.4 **Air travel** means travel by airline on authorised official business.
- 5.5 **Approver** means the employee who has been delegated to authorise travel in respect of travel requests and expenses, e.g., line manager of the traveller.
- 5.6 **Bidder** means an individual or entity that provides services to another party and is interchangeably used with TMC and/or respondent and/or tenderer.
- 5.7 **Bill-back** refers to the service provider sending the bill back to the TMC, who, in turn, invoices CSIR for the services rendered.
- 5.8 **Car Rental** means the rental of a vehicle for a short period of time by a Traveller for official business.
- 5.9 **Domestic travel** means travel within the borders of the Republic of South Africa.
- 5.10 **Emergency** service means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.
- 5.11 **Global Distribution System (GDS)** travel system that is used in the travel industry.
- 5.12 **International travel** refers to travel outside the borders of the Republic of South Africa.
- 5.13 **Management Fee** is the fixed negotiated fee payable to the service provider in monthly instalments for the delivery of travel management services, excluding any indirect costs not included in the management fee structure (visa, refund, frequent flyer tickets).
- 5.14 **Merchant Fees** are fees charged by the credit card company at the point of sale for bill back charges for ground arrangements.

- 5.15 **National Travel Framework (NTF)** seeks to promote consistent decision making by public sector institutions when facilitating travel, accommodation and related expenditure by travellers.
- 5.16 **Net and Non-commissionable rates** mean a rate that does not include any third-party reward, i.e., a rate that is not marked up or include any commissions.
- 5.17 **Official business** means travel, and related costs associated with performing the CSIR's functions in terms of their mandate and strategic, operational and performance plans.
- 5.18 **Purchase Order** is the official document utilised by CSIR to obtain & confirm authorisation of an official trip. This form confirms the particulars of the trip, including start & end dates, accommodation dates, method of travel, etc.
- 5.19 **Regional travel** means travel across the border of South Africa to any of the South African Development Community (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.
- 5.20 **Service Level Agreement (SLA)** is the agreement reached between the TMC and CSIR which quantifies the minimum quality of service to meet CSIR's needs. Such service quality expectations are defined in measurable terms and accompanied by Key Performance Indicators and Reporting requirements to ensure that performance can be continuously assessed.
- 5.21 **Transfers/Shuttle Service** means the service offered to transfer a Traveller from one point to another, for example from place of work/home to the airport.
- 5.22 **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 bidder. These fees include visa fees and forex fees.
- 5.23 **Traveller** refers to an employee, consultant or contractor that has been duly authorised to travel on official business on behalf of CSIR.
- 5.24 **Travel Booker** is the person coordinating travel reservations with the bidder on behalf of the Traveller.
- 5.25 **Travel Management Company or TMC** refers to the Company contracted to provide travel management services (Travel Agents). For purposes of this tender, TMC and Bidder is used interchangeable.

- 5.26 **Travel Voucher** means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.
- 5.27 **Value Added Services** are services that enhance or complement the general travel management services e.g., Rules and procedures of the airports.
- 5.28 **VAT** means Value Added Tax.
- 5.29 **VIP or Executive Service** means the specialised and personalised travel management service to selected employees of the CSIR by a dedicated consultant.
- 5.30 **SBT - Self Booking Tool** means a web based, secure portal which allows the travel booker to perform self-service transactions.

6. BACKGROUND

The CSIR's current Travel Management Company (TMC) manages the travel management services within the travel management lifecycle of the CSIR. Third-party services (car rental, shuttles, etc.) are managed by the current TMC and going forward these services will be handled by the appointed service provider .

The current travel management processes are as follow:

All travel requests are submitted to the TMC via an official CSIR purchase order. There is no need to provide any quotes on local flights and/or car rentals. Quotes are provided for all international requests, local accommodation and other travel related services. The CSIR purchase order includes all relevant information to enable the TMC to issue the flight ticket, transport and accommodation vouchers.

The CSIR's primary objective in issuing this RFP is to enter into an agreement with the successful bidder who will achieve the following:

1. Provide CSIR with travel management services that are consistent, reliable and will maintain a high level of traveller satisfaction in line with the service level agreement.
2. Achieve significant cost savings for the CSIR without any degradation in the services.
3. Providing an efficient SBT to streamline all travel services for the CSIR for possible implementation during the course of the contract period.
4. Provide accurate reporting, early warnings, and travel advice.

7. CSIR TRAVEL PORTFOLIO

The CSIR has several different operating clusters and supporting portfolios that will form part of the travel services portfolio with a total value of ± R55m per annum expenditure on airfares, transport, and accommodation.

The table below provides the rounded number of transactions for the periods as indicated. The figures are provided to assist the bidders in their proposal preparation. CSIR statistics and information must in no way be viewed as a commitment or guarantee of future business and must be viewed as estimates.

- The table below provides the rounded number of transactions for the full 2019/2020 CSIR financial year, considering that lockdown started in March 2020.
- The numbers provided for the 2022/23 financial year are from July to December only, as the pandemic still had a significant impact on travel before July 2022.

Category	No. of Transactions (Apr 2019 – Mar 2020)	No. of Transactions (July – Dec 2022)
Domestic air travel	4900	2000
International air travel	780	175
Regional air travel	180	10
Local accommodation	3500	2000
Foreign accommodation	750	200
Domestic and regional car & van rentals	4620	1500
Domestic transfers / shuttle	2222	1400
Conferences	25	25
Visa/passport assistance	20	10
Buses	50	25
Travel insurance	350	100
Number of after-hour calls	120	137

7.1. Volume Driven Incentives

It is important for bidders to note the following when determining the pricing:

- TMCs are to book negotiated rates or the best fare available, whichever is the most cost effective for the CSIR.
- No override commissions earned through CSIR reservations will be paid to the TMC. These amounts are to be declared by the TMC and returned to CSIR on a quarterly basis.
- An open book policy will apply, and any commissions earned through the CSIR volumes will be reimbursed to CSIR.

7.2. Service Types

The bidder must provide travel management services to the CSIR as described in this scope of work. The CSIR seeks to appoint a TMC based on the following service requirement.

a. Service Required:

- i. Complete Travel Management Service based on a Management Fee model.
- ii. Provision of a Web-Based Self-Booking Tool (SBT) for implementation during contract period, if acceptable, required and agreed upon.

b. Self-Booking Tool Information

The CSIR reserves the right to implement a Self-Booking Tool for the organisation during the next (five) 5 years, if required. It will be a phased-in implementation, if required. The information requested will provide further insight into the credentials and viability of your available SBT and whether these will indeed suit the needs of the CSIR. **Annexure D** must be completed and submitted with your bid.

8. Service Requirements

8.1. General Service Requirements

The service provider will be required to provide travel management services. The following deliverables, without limitations are required from the TMC:

- i. Travel services to be provided to all travellers travelling on behalf of the CSIR to any destination as required by the CSIR.
- ii. Provide travel management services during normal office hours from Monday to Friday (08h30 – 16h30) and provide after hours and emergency support from 16h30 until 08h00 the next day on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.
- iii. Knowledge of and adherence to the National Travel Framework, other applicable legislation, and implementation of controls to ensure compliance. Penalties incurred because of inefficiency or fault of a travel consultant will be for the bidder's account, subject to the outcome of a formal dispute process.
- iv. Implementation of controls to ensure compliance with the CSIR Travel policy.
- v. Provide assistance to manage third party service providers by addressing service failures and complaints.
- vi. Ensure sound communication with all stakeholders.
- vii. Ensure that complete electronic integration with all CSIR systems (Oracle EBS) is established. This includes valid electronic invoicing.
- viii. Provide an efficient way for travel bookers and travellers to upload traveller's profiles.
- ix. Provide an efficient SBT for the CSIR Travel Bookers to use to make travel bookings and update Travellers' profiles once implemented.
- x. Ensure valid with IATA (International Association of Travel Agents) certification throughout the lifespan of the contract.

8.2. Reservations

The TMC will:

- i. Receive travel requests from travellers and/or travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the TMC will issue the required e-tickets and vouchers immediately and forward the same to the travel booker and traveller via the agreed communication medium.
- ii. Compare the best price of the day of various airline fares, accommodation establishment rates before confirming a booking and maintaining the principles of competitiveness and cost effectiveness in supporting the CSIR's cost optimization initiatives.
- iii. Advise the traveller of alternative plans that are more cost-effective and/or more convenient where necessary.
- iv. Obtain a minimum of three (3) price comparisons for international travel, local accommodation and other travel related requests where the routing or destination permits.
- v. Book the best available discounted fares and rates wherever possible and implement Government rates where applicable.
- vi. All rates offered by TMC to the CSIR for domestic air and land arrangements must be net and non-commissionable. This will include rates offered by domestic airlines, hotels, and the informal accommodation market e.g., Guest Houses, Bed & Breakfast or similar establishments.
- vii. Make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip.
- viii. Respond promptly and process all queries, requests, changes and cancellations accurately.
- ix. Facilitate group bookings (e.g., for meetings, conferences, events, etc.)
- x. Issue all necessary travel documents, itineraries and vouchers timeously to traveller(s) prior to departure dates.
- xi. Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips.
- xii. Only invoice services as approved and described on the Purchase Order for the account of the CSIR. The CSIR may instruct the TMC to invoice all other unauthorised expenses separately to the CSIR. The CSIR may settle the account, and if the Traveller is found liable, recover the amount from the Traveller, subject to the applicable prescripts.
- xiii. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- xiv. Advise the traveller of all visa and inoculation requirements well in advance. Visa applications will not be the responsibility of the TMC.

- xv. Ensure confidentiality in respect of all travel arrangements.
- xvi. Not charge commission on negotiated airline fares, accommodation establishment rates, car rental rates, etc., that are negotiated directly or established by National Treasury or by the CSIR.
- xvii. Ensure electronic voucher retrieval via web and smart phones.
- xviii. Implement SMS communication and/or other forms of notifications for travel confirmations.

8.3. Air Travel

The TMC will:

- i. Track and manage unused e-tickets as per agreement with the CSIR and provide a report on refund management once a quarter.
- ii. Ensure that the relevant deal codes assigned to Government by the airlines, are loaded onto the TMC's implemented booking system, to make full use of the corporate discounts,
- iii. Provide proof that bookings were made against the discounted rates on the published fares, where applicable, in their report to the CSIR.
- iv. For International flights bookings, the TMC shall provide a detailed booking process on how international flights are made (offline through travel consultant or on SBT). Three quotes are required and should include rules and conditions of airfares as well as luggage. Quotations should be the most cost-effective and be the best routings for the travel programme provided.
- v. Book full-service carriers as well as low-cost carriers.
- vi. Plan, book, arrange and amend domestic, regional and international air travel at the lowest fares available.
- vii. Ensure that the airline ticket includes the applicable airline agreement number as well as the individual loyalty program number of the Traveller.
- viii. Deliver airline tickets electronically (SMS/WA and email format) to the traveller(s) and travel bookers and must load them in the TMC's App once booking has been finalised.
- ix. Timeously confirm bookings electronically via email and SMS, with the relevant reference number, the traveller(s) and travel booker
- x. Endeavor to obtain meaningful savings through negotiating preferential rates for both national and international travel products,
- xi. Enable travel Bookers to use the TMC's preferred SBT to book domestic/regional flights for full-service carriers as well as low-cost carriers, once implemented. The SBT to provide the

Travel Booker with flight options from multiple service carriers and the lowest cost option to be selected (where possible).

8.4. Accommodation

The TMC will:

- i. Plan, book, arrange and amend accommodation with hotel groups, private hotels, guesthouses, and address any concerns.
- ii. Negotiate the best rates available with all accommodation establishments on behalf of the CSIR and to ensure rates do not exceed the maximum allowable rates as per the legislation.
- iii. Ensure that accommodation is booked in accordance with the CSIR's travel policy or instruction. Deviations thereto must be authorised by the CSIR representative.
- iv. 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/office/location/destination of the traveller.
- v. In instances where a "no rate agreement" is not in place for a particular destination, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation of acceptable costs, or as stipulated in written directives issued from time to time by the National Treasury or CSIR.
- vi. Issue accommodation vouchers to all Travellers for accommodation bookings and must create the invoice in terms of the agreement and as stipulated in the SLA.
- vii. Procure accommodation only from graded establishments and, in instances where graded accommodation is not available, the use of establishments which are not graded by the Grading Council may be permitted. Accommodation establishments offered by the TMC on the SBT should show the grading star of the establishment.
- viii. For domestic or international accommodation, choose the lowest rate available at suitable accommodation establishments within reasonable distance from place of duty.
- ix. Cancel accommodation bookings promptly to guard against no show and late cancellation fees.
- x. For international accommodation bookings, provide a detailed booking process on how international accommodation bookings are made. Three quotations are required and should include cancellation and conditions of accommodation bookings. Quotations should be the most cost-effective and in the location of the travel programme provided.

8.5. Vehicle Rental

The TMC will

- i. Plan, book, arrange and amend vehicle requests with car rental companies, for domestic, regional and international travel arrangements.
- ii. Book the approved category vehicle in accordance with the CSIR Travel Policy with the CSIR's appointed car rental service providers from the closest rental location (airport, hotel and venue).
- iii. Ensure that relevant information is shared with Travellers regarding rental vehicles, like e-tolls, refueling, keys, rental agreements, damages and accidents, etc.
- iv. Not take out insurance as the CSIR is self-insured for all employee (excluding non-employees) rental vehicles.
- v. Book the approved category vehicle in accordance with the Travel Policy (based on NTF) with the appointed car rental service provider.
- vi. For international travel, the TMC may offer alternative ground transportation to the Traveller that may include rail, buses and transfers.
- vii. Be requested to arrange bus transfers from time to time from various locations in South Africa.

8.6. Shuttle/Transfer Service/Rail

The TMC will

- i. Plan, book, arrange and amend shuttle/transfer/chauffeur service. Normally such shuttle/transfer/chauffeur services will be required to and from the traveller(s) residence(s), airport, or place of work.
- ii. Book transfers in line with the CSIR's Travel Policy. Transfers can also include bus and coach services.
- iii. Plan, book, arrange and amend other forms of road, water, and rail transport both for domestic, regional and international travel requests.
- iv. Manage shuttle companies on behalf of the CSIR and ensure compliance with minimum standards.
- v. Negotiate discounts on standard tariffs with all available shuttle/ transfer/chauffeur service and car rental companies.
- vi. TMCs report on negotiated rates that were booked.

8.7. Conferencing/events venue and related facilities (optional)

The TMC will:

- i. Facilitate the arrangement of conference requirements as per CSIR instruction.
- ii. Not charge a service fee for the arrangement of conferences. Payment for conferencing is to be included in the TMC Management Fee.
- iii. Source three (3) quotations from various venues that are located as close as possible to the venue/office/location where the Event will take place.
- iv. Consider this an optional service as the CSIR is not obliged to book conference and related requirements via the TMC.

8.8. After Hours and Emergency Services

- i. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations including changes to travel plans.
- ii. A call centre facility or after hours contact number should be available to all Travellers.
- iii. After hours' services must be provided from Monday to Friday outside the official hours (08h00 to 16h30) and twenty-four (24) hours on weekends and Public Holidays.
- iv. The TMC to provide a standard operating procedure for managing after hours and emergency services.

8.9. Communication

- i. The TMC must ensure different methods of communication are used to keep stakeholders informed at all times. The business Traveller, Travel Booker and TMC must be linked in one smooth continuous workflow.
- ii. All enquiries by the CSIR must be investigated and prompt feedback provided in accordance with the Service Level Agreement.

8.10. Value Added Services

The TMC must provide the following value-added services as minimum.

- i. Destination information for domestic, regional, and international destinations
 - Travel alerts.
 - Health warnings.
 - Visa information.
 - Airline baggage policy.

- Airport transit related requirements; and
 - Rules and procedures of the airports.
- ii. Travel audits
 - iii. Global Travel Risk Management.

The bidder must indicate other Value-Added Services that will be on offer to Travellers. Value Added Services are those that do not attract a fee.

8.11. Cost Management

The National Treasury cost containment initiative and the CSIR Travel Policy form a foundation for a cost savings culture.

- i. It is the obligation of the TMC to always advise on the most cost-effective option, and costs should be within the framework of the National Treasury's cost containment instructions.
- ii. The TMC plays a pivotal role in providing high quality travel related services that are designed to balance effective cost management, flexibility, and traveller satisfaction.
- iii. 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 CSIR'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.

8.12. Change Management and Training

- i. Bidders to provide the CSIR with a detailed Change Management and Training Plan (including timelines) for implementing of the contract without interruptions to the CSIR and to ensure a smooth transition between the current CSIR system and the appointed TMC.
- ii. The TMC will be required to conduct workshops and training sessions for Travel Bookers and Travellers in partnership with the CSIR.

8.13. Financial Management

- i. TMC to purchase air travel tickets and make reservations for accommodation, vehicle rental, and shuttle/transfer services for the CSIR on receipt of CSIR's approved purchase order.
- ii. The TMC's Management Fee will be paid monthly in arrears.
- iii. One CSIR consolidated 30-day bill back account must be established and maintained.

- iv. Only invoices received in the name of the appointed TMC, addressed to the CSIR, which reflect the purchase order number will be processed.
- v. All invoices must adhere to SARS requirements.
- vi. The TMC will manage the 3rd party service provider accounts. This will include the timely receipt of invoices.
- vii. The TMC to enable savings on total annual travel expenditure and this must be reported, and proof provided during monthly and quarterly reviews.
- viii. Pre-payments will be processed and paid by the TMC should they be required for local accommodation needs. These amounts are to be included in the consolidated bill-back account for payment.
- ix. Consolidated invoices and supporting documentation to be provided to the CSIR on the agreed time period (e.g., weekly/monthly). This includes attaching the required supporting documentation to the invoices reflected on the Service provider bill-back report.
- x. The TMC must commit to ensure that the travel supplier's accounts are settled timeously.

8.14. Quarterly and Annual Reviews

The TMC shall hold meetings with the CSIR to address any issues or problems which may arise.

- i. Quarterly reviews are required to be presented by the TMC on the CSIR's travel activity in the previous three-month period. These reviews should be comprehensive and presented to the CSIR's Procurement and Finance teams as part of the performance management reviews based on the agreed service levels.
- ii. Annual Reviews are required to be presented to CSIR Management

8.15. Technology, Management Information and Reporting

The implementation of the TMC's SBT to facilitate domestic/regional bookings is essential to the CSIR to optimise the services, but it will only be implemented during the course of the contract period as agreed upon between the CSIR and the TMC.

- i. The TMC to **provide a mobile application** where Travellers can access all their booking information and be kept informed of any travel news regarding airlines (like baggage policies, checking in arrangements). TMC to advise on their current mobile app capabilities (i.e., travel request, approvals and workflows).
- ii. The TMC to provide a **traveller tracking system** where the movement of traveller monitored throughout their travel journey the destination. The traveller's activities should be

- kept by the TMC unless there is a perceived safety risk or emergency. The final approver for the travel request must be notified of any perceived safety risk or issues; and a plan to assist the traveller will be arranged by the TMC.
- iii. The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools. All management information and data input must be accurate.
 - iv. The TMC will implement all the necessary processes and programs to ensure that all data is secure and not accessible by any unauthorised parties and information is only used for its intended purpose as per POPIA.
 - v. The successful TMC will be required to develop all the user profiles and transfer all data to the TMC's SBT system if and when implemented.
 - vi. A procedure document to be provided on how the data will be migrated.
 - vii. Bidders need to demonstrate compliance with Data Protection legislation (i.e. POPIA) and best practice by explaining how data is processed, protected and retained by the organisation and how this would apply to the CSIR when rendering the required service.
 - viii. Reports must be accurate as per CSIR's specific requirements at the agreed time.
 - ix. Information must be available on a transactional level including the name of the traveller, date of travel, spend category (example air travel, shuttle, accommodation).
 - x. CSIR may request the TMC to provide additional management reports. Reports must be available in an electronic format, for example Microsoft Excel.
 - xi. The TMC will be required to provide the CSIR with a minimum of four (4) standard monthly reports that are in line with the National Treasury's Cost Containment Instructions reporting template requirements at no cost.
 - xii. Reports must be provided on the agreed dates, and they must include information as agreed in the Service Level Agreement.

8.16. Account Management

- i. The TMC must provide a dedicated Account and/or Business Manager to the CSIR who shall ultimately be responsible for the management of the CSIR Travel Portfolio.
- ii. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- iii. The TMC must ensure that the CSIR Travel Policy is enforced.
- iv. Comprehensive reports on the travel spend and the performance in terms of the SLA must be presented during quarterly reviews.

8.17. General Notices and Notices pertaining to tariffs/discount adjustments

- i. The TMC must:
- furnish the CSIR with notices of imminent tariff adjustments, especially in respect of air travel; and
 - provide the CSIR with notices which the TMC receives from the airlines and the airports company pertaining to anything that may cause any inconvenience to the traveller(s), including but not limited to notices of new security and baggage regulations, notices of strikes by relevant personnel and notices of airport refurbishments or changes to the airport's terminal.

8.18. Web-based Self Booking Tool

- i. The SBT should provide for the following:
- Automatic confirmation for all bookings and reservations.
 - Access to all CSIR negotiated rates for air travel and accommodation.
 - Integrated workflow that identifies non-compliance to the CSIR Travel Policy.
 - Display all quotes on the system for airfares, cabin class, grading for accommodation, car rentals, shuttles, any meals included, best fare of the day etc.
 - Deal codes to be attached to air fares on the system.
 - Allow for simultaneous multiple bookings.
 - Allow booker to reserve seats.
 - Able to generate reports.
 - Allow for changes, cancellations and exchanges of travel arrangements.
 - Automated authorisation process; and
 - Allow for segregation of functions (booker and authoriser are different and that the authoriser is not the traveller).

8.19. Office Management

The TMC to ensure high quality service to be delivered at all times to the CSIR's Travellers. The TMC is required to provide CSIR with highly skilled and qualified human resources of the following roles but not limited to:

- Strategic Account Manager / Operations Manager;

- Senior, Junior and Intermediate Consultants;
- Admin Back Office Support (Creditors / Debtors/ Finance Processors); and
- System Administrator (General Admin).

8.20. Customer Information

Bidder(s) to complete the information request below for three (3) of its customers

Clients	No. of transactions per year	No. of employees	Total value of Contract (VAT Incl.)	Customer satisfaction rating