

THE PROVISION OF TRAVEL MANAGEMENT SERVICES FOR A PERIOD OF 3 MONTHS

1. INTRODUCTION

- 1.1 The Eastern Cape Gambling Board (**“the ECGB”**) is a Schedule 3C public entity in terms of the Public Finance Management Act (**“PFMA”**). The ECGB was established in terms of the Eastern Cape Gambling Act, 1997 (as amended) (**“the Act”**) whose mandate *inter alia* to regulate and control all gambling activities in the Eastern Cape (**“the Province”**), South Africa.
- 1.2 ECGB is an agency of the Eastern Cape Department of Economic Development, Environmental Affairs and Tourism.

2. PURPOSE OF APPOINTMENT

The ECGB is looking for a service provider that will assist with the travel management services for a period of 3 months.

The successful bidder will be required to provide travel management services. Deliverables under this section include without limitation, the following:

- a. The travel services will be provided to all Travellers travelling on behalf of ECGB, locally and internationally. This will include employees and contractors, consultants, and clients where the agreement is ECGB is responsible for the arrangement and cost of travel.
- b. Provide travel management services during normal office hours (Monday to Friday 08h00 - 17h00) and provide after hours and emergency services as stipulated in paragraph 15.3.6.
- c. Familiarisation with current ECGB travel business processes.
- d. Familiarisation with current travel suppliers and negotiated agreements that are in place between ECGB and third parties. Assist with further negotiations for better deals with travel service providers.
- e. Familiarisation with current ECGB Travel Policy and implementations of controls to ensure compliance.
- f. Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the TMC's account, subject to the outcome of a formal dispute process if relevant.
- g. Provide a facility for ECGB to update their travellers' profiles.
- h. Manage the third-party service providers by addressing service failures and complaints against these service providers.
- i. Consolidate all invoices from travel suppliers.
- j. Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.

2.1 Reservations

The Travel Management Company will:

- a. Receive travel requests from travellers and/or travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent

- will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveller via the agreed communication medium.
- b. always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.
 - c. apprise themselves of all travel requirements for destinations to which travellers will be travelling and advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.
 - d. book the negotiated discounted fares and rates where possible.
 - e. must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
 - f. book parking facilities at the airports where required for the duration of the travel.
 - g. respond timely and process all queries, requests, changes, and cancellations timeously and accurately.
 - h. Must be able to facilitate group bookings (e.g., for meetings, conferences, events, etc.)
 - i. must issue all necessary travel documents, itineraries, and vouchers timeously to traveller(s) prior to departure dates and times.
 - j. advise the Traveller of all visa and inoculation requirements well in advance.
 - k. assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
 - l. facilitate any reservations that are not bookable on the Global Distribution System (GDS).
 - m. facilitate the bookings that are generated through their own- or third-party Online Booking Tool (OBT) where it can be implemented.
 - n. note that, unless otherwise stated, all cases include domestic, regional, and international travel bookings.
 - o. Visa applications will not be the responsibility of the TMC; however, the relevant information must be supplied to the traveller(s) where visas will be required.
 - p. Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by ECGB.
 - q. Timeous submission of proof that services have been satisfactorily delivered (invoices) as per ECGB's instructions

2.2 Air Travel

- a. The TMC must be able to book full-service carriers as well as low-cost carriers.
- b. The TMC will book the most cost-effective airfares possible for domestic travel.
- c. For international flights, the airline which provides the most cost effective and practical routings may be used.
- d. The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveller (if applicable).
- e. Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.
- f. The TMC will also assist with the booking of charters for VIPs utilising the existing transversal term contract where applicable as well as the sourcing of alternative service providers for other charter requirements.
- g. The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- h. The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- i. Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)

- j. Assist with lounge access if and when required.

2.3 Accommodation

- a. The TMC will obtain price comparisons within the maximum allowable rate as per travel policy of the ECGB.
- b. The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveller, where possible.
- c. This includes planning, booking, confirming, and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with ECGB's travel policy.
- d. ECGB travellers may stay at accommodation establishments with which ECGB has negotiated corporate rates. Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveller, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveller and conformation with acceptable costs, or as stipulated in written directives issued from time to time by the National treasury or ECGB.
- e. Accommodation vouchers must be issued to all ECGB travellers for accommodation bookings and must be invoiced to ECGB as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- f. The TMC must during their report period provide reports in an agreed format to satisfy National Treasury cost containment requirements, and provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.
- g. Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

2.4 Car Rental and Shuttle Services

- a. The TMC will book the approved category vehicle in accordance with the ECGB Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel, and venue).
- b. The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.
- c. The TMC must ensure that relevant information is shared with travellers regarding rental vehicles, like e-tolls, refuelling, keys, rental agreements, damages, and accidents, etc.
- d. For international travel the TMC may offer alternative ground transportation to the Traveller that may include rail, buses, and transfers.
- e. The TMC will book transfers in line with the ECGB Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.
- f. The TMC should manage shuttle companies on behalf of the ECGB and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- g. The TMC must during their report period provide proof that negotiated rates were booked, where applicable.

2.5 After Hours and Emergency Services

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

2.6 Communication

- a. The TMC may be requested to conduct workshops and training sessions for Travel Bookers of ECGB.
- b. All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.
- c. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, Travel Management Company in one smooth continuous workflow.

2.7 Financial Management

- a. The TMC must implement the rates negotiated by ECGB with travel service providers or the discounted air fares, or the maximum allowable rates established by the National Treasury where applicable.
- b. The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to ECGB for payment within the agreed time period.
- c. Enable savings on total annual travel expenditure and this must be reported, and proof provided during monthly and quarterly reviews.
- d. The TMC will be required to offer a 30-day bill-back account facility to institutions. 'Bill back,' refers to the supplier sending the bill back to the TMC, who, in turn, invoices ECGB for the services rendered.
- e. Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice and even for same day bookings.
- f. Consolidate Travel Supplier bill-back invoices.
- g. The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to ECGB's Financial Department on the agreed time period (e.g., weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
- h. Ensure Travel Supplier accounts are settled timeously.

2.8 COMPLIANCE REQUIREMENTS

Bidders must submit their Association of South African Travel Agents (ASATA) & International Air Transport Association (IATA) active certificates (certified copy) at closing date. **Failure to submit will result in disqualification.**

2.9 STAGE 2: Preferential points system

PREFERENTIAL PROCUREMENT REGULATIONS OF 2022 WILL APPLY: Preferential Procurement Regulations of 2022

- Price and points for specific goals will be calculated as described in the Preferential Procurement Regulation 2022.
- **NB: Tenderers are to submit proof of the specific goals claimed**
- Submit full details of the pricing proposal as per **Annexure A.**

Table 2: Points available per criteria in Stage 2 are as follows:

PRICE	80
SPECIFIC GOALS	20
50% or >50% Black Ownership	5
50% or >50% Black female ownership	5
MSME (i.e. EME or QSE)	5
Eastern Cape based bidder	5
Total points for Price and SPECIFIC GOALS	100

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