

ZA DOMAIN NAME AUTHORITY

SCOPE OF WORK

FOR THE

**APPOINTMENT OF A TRAVEL MANAGEMENT SERVICE PROVIDER FOR A PERIOD
OF THREE YEARS**

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1. BACKGROUND

The ZA Domain Name Authority's (ZADNA) primary objective in issuing this RFP is to enter into an agreement with a successful bidder(s) who will achieve the following:

- a) Provide ZADNA with travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the service levels;
- b) Achieve significant cost savings for ZADNA without any degradation in the services.
- c) Appropriately contain ZADNA's risk and traveller risk.

2. SERVICE REQUIREMENTS

2.1. General

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

- 2.1.1.1. The travel services will be provided to all Travellers (Consultants, Staff, Employees and Board Members) travelling on behalf of ZADNA. This will
- 2.1.1.2. Include employees and contractors, consultants and clients where the agreement is that ZADNA is responsible for the arrangement and cost of travel permissible by the policy.
- 2.1.1.3. Familiarisation with current ZADNA travel business processes.
- 2.1.1.4. Familiarisation with current travel suppliers and negotiated agreements that are in place between ZADNA and third parties.
- 2.1.1.5. Familiarisation with the current ZADNA Travel Policy and implementation of controls to ensure
- 2.1.1.6. compliance.
- 2.1.1.7. Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the Travel Management Company's (TMC) account, subject to the outcome of a formal dispute process.
- 2.1.1.8. Provide a facility for ZADNA to update their travellers' profiles.

- 2.1.1.9. When needed, assist ZADNA with coordinating and organising conferences and events in line with ZADNA policies and prescripts of these specifications.
- 2.1.1.10. Assist in managing the third-party service providers by addressing service failures and complaints against these service providers.
- 2.1.1.11. Consolidate all invoices from travel suppliers.
- 2.1.1.12. Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.

2.2. Reservations

2.2.1. The Travel Management Company will:

- 2.2.1.1. always endeavour to make the most cost-effective travel arrangements.
- 2.2.1.2. 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.
- 2.2.1.3. Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
- 2.2.1.4. Book the negotiated discounted fares and rates where possible.
- 2.2.1.5. Must keep abreast of carrier schedule changes and all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules before or during the traveller's official trip.
- 2.2.1.6. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- 2.2.1.7. Book parking facilities at the airports where required for the travel duration.
- 2.2.1.8. Respond timely and process all queries, requests, changes and cancellations timeously and accurately.
- 2.2.1.9. Must be able to facilitate group bookings (e.g. for meetings, conferences, events, etc.)
- 2.2.1.10. Must issue all necessary travel documents, itineraries, and vouchers to the traveller(s) before departure dates.

- 2.2.1.11. Advise the traveller of all visa and inoculation requirements well in advance.
- 2.2.1.12. Assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.
- 2.2.1.13. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- 2.2.1.14. Facilitate the bookings generated through their own- or third-party Online Booking Tool (OBT) where it can be implemented.
- 2.2.1.15. Unless otherwise stated, all cases include domestic, regional and international travel bookings.
- 2.2.1.16. Visa applications will be the responsibility of the TMC, and the relevant information must be supplied to the traveller(s) where visas will be required.
- 2.2.1.17. Negotiated airline fares, accommodation establishment rates, car rental rates, etc., that are negotiated directly or by ZADNA are non-commissionable, where
- 2.2.1.18. commissions are earned for ZADNA bookings; all these commissions should be returned to
- 2.2.1.19. ZADNA every month.

2.3. Air Travel

- 2.3.1. The TMC must be able to book full-service carriers and low-cost carriers.
- 2.3.2. The TMC will book the lowest airfares possible for domestic travel.
- 2.3.3. For international flights, the airline which provides the most cost-effective and practical routings may be used and in line with ZADNA policies.
- 2.3.4. The TMC should obtain three or more price comparisons where applicable to present the most cost-effective and practical routing to the traveller.
- 2.3.5. The airline ticket should include the applicable airline agreement number and the individual loyalty program number of the traveller (if applicable).
- 2.3.6. Airline tickets must be delivered electronically to the traveller(s) promptly after booking before the departure times.
- 2.3.7. The TMC will also assist with booking charters for VIPs utilising the existing transversal term contract where applicable and the sourcing of alternative service providers for other charter requirements.
- 2.3.8. The TMC will be responsible for tracking and managing unused e-tickets as per the agreement with the ZADNA.

2.4. Accommodation

- 2.4.1. The TMC will obtain price comparisons within the maximum allowable rate matrix as per the cost containment as annually agreed with ZADNA
- 2.4.2. The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that are located as close as possible to the venue or office or location or destination of the traveller
- 2.4.3. This includes planning, booking, confirming and amending accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with ZADNA's travel policy.
- 2.4.4. Accommodation vouchers must be issued to all ZADNA travellers for accommodation
- 2.4.5. bookings and must be invoiced to ZADNA monthly. Such invoices must be supported by a copy of the original hotel accommodation charges.

2.5. Car Rental and Shuttle Services

- 2.5.1. The TMC will book the approved category vehicle in accordance with the ZADNA Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and venue).
- 2.5.2. The travel consultant should advise the traveller on the best time and location for collection and return, considering the traveller's specific requirements.
- 2.5.3. For international travel, the TMC may offer alternative ground transportation to the traveller, including rail, buses, and transfers.
- 2.5.4. The TMC will book transfers in line with the ZADNA Travel Policy. Transfers can also include bus and coach services.

2.6. After Hours and Emergency Services

- 2.6.1. The TMC must provide a consultant or team of consultants to assist Travellers with after hours and emergency reservations and changes to travel plans.
- 2.6.2. A dedicated consultant/s must be available to assist VIP/Executive Travellers with after-hours or emergency assistance.

- 2.6.3. After-hours services must be provided from Monday to Friday outside the official hours (16h30pm to 08h00am) and twenty-four (24) hours on weekends and Public Holidays.
- 2.6.4. 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.
- 2.6.5. The TMC must have a standard operating procedure for managing after-hours and
- 2.6.6. emergency services.

3. COMMUNICATION

- 3.1. All enquiries must be investigated, and prompt feedback is provided in accordance with the Service Level Agreement.
- 3.2. The TMC must ensure sound communication with all stakeholders. Link the business traveller, travel coordinator, and travel Management Company in one smooth continuous workflow.

4. FINANCIAL MANAGEMENT

- 4.1. The TMC must implement the rates negotiated by ZADNA with travel service providers, if any, or the discounted airfares.
- 4.2. The TMC will be responsible for managing the service provider accounts. This will include the timely receipt of invoices to be presented to ZADNA for payment within the agreed time period.
- 4.3. Enable savings on total annual travel expenditure, and this must be reported and proof provided during monthly and
- 4.4. quarterly reviews.
- 4.5. 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.
- 4.6. Consolidate Travel Supplier bill-back invoices.
- 4.7. The TMC is responsible for consolidating invoices and supporting documentation to be provided to ZADNA's Finance Department on the agreed time period (e.g. monthly). 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.
- 4.8. Ensure Travel Supplier accounts are settled timeously.

5. TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING

- 5.1. The TMC must be able to consolidate all management information related to travel expenses into a single source document with automated reporting tools.
- 5.2. All management information and data input must be accurate.
- 5.3. The TMC will be required to provide the ZADNA with a minimum of three (3) standard monthly
- 5.4. Reports must be accurate and provided as per ZADNA's specific requirements at the agreed time. The information must be available on a transactional level that reflects detail, including the traveller's name, date of travel, and spend category (for example, air travel, shuttle, accommodation).
- 5.5. ZADNA may request the TMC to provide additional management reports.
- 5.6. Reports must be available in an electronic format, for example, Microsoft Excel.
- 5.7. Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:

5.7.1. Travel

- 5.7.1.1. After hours' Report;
- 5.7.1.2. Compliments and complaints;
- 5.7.1.3. Consultant Productivity Report;
- 5.7.1.4. Long term accommodation and car rental;
- 5.7.1.5. Extension of business travel to include leisure;
- 5.7.1.6. Upgrade of a class of travel (air, accommodation and ground transportation);
- 5.7.1.7. Bookings outside Travel Policy.

5.7.2. Finance

- 5.7.2.1. Reconciliation of commissions/rebates or any volume-driven incentives;
- 5.7.2.2. Creditor's ageing Report;
- 5.7.2.3. Creditor's summary payments;
- 5.7.2.4. Daily invoices;
- 5.7.2.5. Reconciled reports for Travel Lodge card statement;
- 5.7.2.6. No show report;
- 5.7.2.7. Cancellation report;
- 5.7.2.8. Receipt delivery report;
- 5.7.2.9. Monthly Bank Settlement Plan (BSP) Report;
- 5.7.2.10. Refund Log;

- 5.7.2.11. Open voucher report, and
- 5.7.2.12. Open Age Invoice Analysis.

5.8. The TMC will implement all the necessary processes and programs to ensure that all the data is always secure and not accessible by any unauthorised parties.

6. ACCOUNT MANAGEMENT

- 6.1. An Account Management structure should be put in place to respond to the needs and requirements of ZADNA and act as a liaison for handling all matters with regard to the delivery of services in terms of the contract.
- 6.2. The TMC must appoint a dedicated Account or Business Manager who is ultimately responsible for managing the ZADNA account.
- 6.3. The necessary processes should be implemented to ensure good quality management and traveller satisfaction.
- 6.4. A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.
- 6.5. Ensure that the ZADNA Travel Policy is enforced.
- 6.6. The Service Level Agreement (SLA) must be managed, and customer satisfaction surveys conducted to measure the performance of the TMC.
- 6.7. Ensure that workshops/training is provided to Travellers and Travel Bookers
- 6.8. During reviews, comprehensive reports on travel spending and the performance in terms of the SLA must be presented.

7. VALUE-ADDED SERVICES

- 7.1. The TMC must provide the following value-added services:
 - 7.1.1.1. Destination information for regional and international destinations;
 - a) Health warnings;
 - b) Weather forecasts;
 - c) Places of interest;
 - d) Visa information;
 - e) Travel alerts;
 - f) Location of hotels and restaurants;
 - g) Information including the cost of public transport;

- h) Rules and procedures of the airports;
 - i) Business etiquette specific to the country;
 - j) Airline baggage policy; and
 - k) Supplier updates
- 7.1.1.2. Electronic voucher retrieval via web and smartphones;
 - 7.1.1.3. SMS notifications for travel confirmations;
 - 7.1.1.4. Travel audits;
 - 7.1.1.5. Global and domestic Travel Risk Management;(updates on pandemics)
 - 7.1.1.6. VIP services for Executives that include but are not limited to check-in support.

8. COST MANAGEMENT

- 8.1. The TMC must advise on the most cost-effective option at all times.
- 8.2. The TMC plays a pivotal role in providing high-quality travel-related services designed to strike a balance between effective cost management, flexibility, and traveller satisfaction.
- 8.3. 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 ZADNA'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.

9. QUARTERLY AND ANNUAL TRAVEL REVIEWS

- 9.1. The TMC must present quarterly reviews on all ZADNA travel activity in the previous three-month period. These reviews are comprehensive and presented to
- 9.2. ZADNA's Operations and Finance teams, as part of the performance management reviews
- 9.3. based on the service levels.
- 9.4. Annual Reviews are also required to be presented to ZADNA's Senior Executives.
- 9.5. These Travel Reviews will include without limitation the following information
 - 9.5.1. Accommodation
 - 9.5.2. Flights
 - 9.5.3. Car hire
 - 9.5.4. Shuttle services
 - 9.5.5. Visa application
 - 9.5.6. Travel Insurance

9.5.7. Conference venue

9.5.8. Invoicing

10. PRICING MODEL

10.1. ZADNA requires bidders to propose two pricing models: the transactional fee model and the management fee model. ZADNA will, at their discretion, select the best possible cost-effective option.

10.2. Transaction Fees

10.2.1. The transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third-party service providers.

10.3. Volume Driven Incentives

10.3.1. Bidders need to note the following when determining the pricing:

- 10.3.1.1. Where possible be offered the National Treasury has negotiated non-commissionable fares and rates with various airlines carriers and other service providers;
- 10.3.1.2. An open book policy will apply, and commissions and discounts earned through the ZADNA's volumes will be reimbursed to ZADNA.
- 10.3.1.3. TMCs are to book these negotiated rates or the best fare available, whichever is the most cost-effective for the institution.

11. CONFIDENTIALITY

11.1. The Bidder agrees to keep confidential all information that they receive, directly or indirectly, from the Authority or any other stakeholder, as well as all copies or analyses that they make, or have been made by third parties, based on such information (collectively, the Material).

11.2. The Bidder shall use the Material exclusively to prepare deliverables relevant to this assignment.

11.3. The Bidder shall only permit access to the Material to persons within their organisations on a need-to-know basis.

11.4. The Bidder shall explicitly inform such persons of the confidential nature of the Material and, before providing them with the Material, subject them to the confidentiality obligations contained in this Terms of Reference.

11.5. The Bidder agrees that the Material will remain the property of ZADNA and cannot be used anywhere outside this assignment's scope.

12. INSTRUCTIONS FOR SUBMISSION OF THE RFP

- 12.1. Bidders shall submit information responses in accordance with the prescribed manner of submissions as specified.
- 12.2. The Bidders must respond to annexures in detail and provide a written proposal.
- 12.3. All responses in this regard shall only be accepted if they have been sent to the provided email before or on the closing date and stipulated time.
- 12.4. No information shall be accepted by ZADNA if submitted in any manner other than as prescribed above.
- 12.5. ZADNA will disqualify any Bidder for purposes of this Request for Proposal if their response is submitted after the deadline.
- 12.6. All Bidders must submit their response no later than 12h00 (South African Standard Time) on Friday the 25th June 2022. They must be submitted to zadnafinance@zadna.org.za

13. EVALUATION CRITERIA

The RFP will be evaluated with the preference point 80/20 evaluation.

Total Functionality awarded Points 70	Total Point for price Awarded 30
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13.1. Administrative Requirements

- 13.1.1. It is required that each Bidder must submit a response documentation pack –that the submission has to be in portable document format (PDF);
- 11.1.3 That is delivered at the correct email address within the stipulated date and time as specified, all supporting documents and fully and correctly filled forms must be submitted.

13.2. CIPC Registration Documents.

- 13.2.1. Tax clearance Information/Certificate.
- 13.2.2. B-EEE Certificate.
- 13.2.3. Fully completed annexure forms are attached herein.
- 13.2.4. Detailed Company profile.
- 13.2.5. Professional body affiliation confirmation.
- 13.2.6. Three contactable references in the same scope of work.
- 13.2.7. Pricing Schedule
- 13.2.8. Declaration of Interest for key Management in the organisation.

13.3. Conflicts Of Interest

- 13.3.1. The Bidder must comment on any potential conflicts of interest arising out of other assignments or a conflicting involvement in other assignments that may impair their independence.

- 14.