



PRICING SCHEDULE

BID NO:

HP24/007GS

BID NAME:

REQUEST FOR PROPOSALS FOR APPOINTMENT OF A TRAVEL
MANAGEMENT COMPANY TO PROVIDE TRAVEL MANAGEMENT
SERVICES TO THE NATIONAL DEPARTMENT OF PUBLIC WORKS
AND INFRASTRUCTURE FOR A PERIOD OF 36 MONTHS

BIDDER NAME

<NAME OF BIDDER TO BE FILLED IN HERE>

PRICE INSTRUCTIONS

1. STRUCTURE OF THE TENDER

This spreadsheet for BID HP contains the financial response templates for the bid. The bid pricing submission instructions in this document must be read in conjunction with instructions or notes embedded in the various tabs of the spreadsheet (Pricing Schedule).

2. GENERAL INSTRUCTIONS FOR COMPLETING THE PRICING SCHEDULE TEMPLATES

2.1 Tender submission format

2.1.1 Bidders must submit a paper copy of the Pricing Schedule.

2.1.2 Bidders must sign all paper copies of their Pricing Schedule.

2.1.3 Bidders must complete and submit the templates attached, which is a transaction fee model for on-site and off-site services to be charged

2.1.4 Bidders must reference RFP/BID main document section 15.2 for the current travel volumes.

2.2 Input spreadsheets

2.2.1 The Pricing Schedule templates are contained within the one (1) Excel Workbook

2.2.2 Bidders must not make any changes to the spreadsheets or change the formatting of the Pricing Schedule.

2.2.3 Cells are formatted to automatically indicate South African Rands, ordinary text fields and percentages (%) where applicable.

2.2.4 Input cells FOR BIDDERS are highlighted in GREEN. The Bidder must complete all the relevant input cells for the bid. No other cells must be changed in any way whatsoever.

2.3 Currency and VAT

2.3.1 All Bidders' pricing must be quoted in South African Rands (ZAR).

2.3.3 The Pricing Schedule template is designed such that VAT will be calculated on Bidders' input pricing; therefore Bidders must complete the templates with unit prices excluding VAT.



TEMPLATE 1: TRANSACTION FEE MODEL
ON-SITE and OFF-SITE SERVICES

REQUEST FOR PROPOSALS FOR APPOINTMENT OF A TRAVEL MANAGEMENT COMPANY TO PROVIDE TRAVEL MANAGEMENT SERVICES TO THE NATIONAL DEPARTMENT OF PUBLIC WORKS AND INFRASTRUCTURE FOR A PERIOD OF 36 MONTHS	
HP24/007GS	
<NAME OF BIDDER TO BE FILLED IN HERE>	

BID NO:

BID NAME:

BIDDER NAME:

1.1 TRANSACTION FEES

PRICE THAT WILL BE USED FOR EVALUATION PURPOSES									
Percentage Split between Online Booking and Traditional Booking									
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BIDDER NAME		<NAME OF BIDDER TO BE FILLED IN HERE>

Price Declaration

Dear Sir/Madam,

Having read through and examined the Request For Proposal (RFP) Document, the General Conditions, the Requirement and all other Annexures to the RFP Document, we offer to provide **ON-SITE and OFF-SITE** travel management service to the National Department of Public Works and Infrastructure at the following total amounts (including VAT)

Template 1: Transaction Fee (On-Site and Off-site)			
R	-	(incl. VAT)	

In words:

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We undertake to hold this offer open for acceptance for a period of **84 days** from the date of submission of offers. We further undertake that upon final acceptance of our offer, we will commence with the provision of service when required to do so by the Department

We understand that the Department of Public Works and Infrastructure is not bound to accept the lowest or any offer and that we must bear all costs which we have incurred in connection with preparing and submitting this bid.

We hereby undertake for the period during which this bid remains open for acceptance not to divulge to any persons, other than the persons to which the bid is submitted, any information relating to the submission of this bid or the details therein except where such is necessary for the submission of this bid.

Signature	Date
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Print name of signatory:	
Designation:	
FOR AND ON BEHALF OF: COMPANY NAME	
Tel No:	Fax No:
Cell No:	Email:



**Request for Proposals for appointment of a Travel Management Company to provide Travel Management Services to the National
Department of Public Works and Infrastructure for a period of 36 months**

BID Number: HP24/007GS

ANNEXURE A2: TECHNICAL SCORECARD AND COMPLIANCE CHECKLIST

NAME OF TRAVEL MANAGEMENT COMPANY: _____

ANNEXURE A1: TECHNICAL SCORECARD AND COMPLIANCE CHECKLIST

The form must be submitted in File 1 (Technical file), Chapter 3

Example of how to complete the compliance checklist:

Section No	Technical Criteria	Reference page in Proposal	Comments
1.2	Experience of the bidder	Page 11 to 12 - Chapter 2	Bidders to summarise motivation of compliance, or non-compliance to the requirement.
2.1	Manage all reservations and bookings	Page 18 to 19 - Chapter 4	Bidders to summarise motivation of compliance, or non-compliance to the requirement.
3.2	Manage all refunds and non-refundable airline-tickets	Page 22 to 23 - Chapter 5	Bidders to summarise motivation of compliance, or non-compliance to the requirement.

The Bidders will be evaluated according to the technical evaluation criteria in the scorecard below. Bidders must indicate their ability to do the following and to substantiate as required with supporting documentation.

Section No#	Technical Evaluation Criterion	Reference in Bid Document	Reference Page in Bidders Proposal	Comments
COMPLIANCE TO REQUIREMENTS				
1	RESERVATIONS			
1.1	Manage all reservations/ bookings. Confirmation that all travel reservations/ bookings are handled in accordance with the Request for Proposal: Air Travel Describe in detail the process of booking the most cost-effective and practical routing for the traveller. This will include, without limitation the redirection of airline tickets and the refund process and how you manage the unused non-refundable airline tickets to the benefit of the Department. Your ability to secure special airline services for traveller(s) including preferred seating, wait listing clearance,	Section 15.3.2 15.3.4 15.3.5 15.3.6 Annexure A5 Annexure A6	EXAMPLE: Yes/No All reservations are handled in accordance with the Request for Proposal	

	special meals, travellers with disabilities etc. Accommodation (Bed and Breakfast) in all city / town centres in South Africa Accommodation (Bed and Breakfast) in rural and remote areas Car rentals (Long term and short term) Shuttle / Transfer services Bus services (kiosk bus bookings) International Travel This will include, without limitation, examples of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirement, confirmation numbers and additional proof of competency.				
1.2	Online Travel Booking System The bidder must have an Online Booking capability that the Department will utilise. Does the system have the ability to book, amend and cancel flights, accommodation and car rental online.	Section 15.3.3 Annexure A3		EXAMPLE: Yes/No Can provide Online Travel Booking System, refer to xxx	

Does the system comply with the National Treasury Travel Framework? Does the system obtain the necessary approvals for travel and deviations according to delegations? Can the bidder provide dedicated system support and training to travellers/ travel bookers. Does the system generate the required reports and are the reports linked to invoicing and payments. Describe the compatibility of your online solution to fully integrate into a DPWS' software system. Indicate the turnaround time to complete this process and a breakdown of the expected cost that will be associated with it (in case Department decides to integrate).					
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1.3	Management of Conferences, events or group bookings. Describe your capabilities in handling conferences, events or group bookings and ensuring compliance to the National Treasury Cost Containment measures. Please provide a list of 5 clients and events to demonstrate the above capability.	Section 15.3.7 15.3.8	EXAMPLE: Yes/No Please refer to xxx
1.4	After-hours and emergency services The bidder must have capacity to provide reliable and consistent after hours and emergency support to traveller(s). Please provide details/ Standard Operating Procedure of your after-hour support e.g. How it is accessed by Travellers, Where is it located, centralized/ regionalised, in-country (owned)/ outsourced etc.? Is it available 24/7/365? Can the TMC provide reminders to the Department of Public Works and Infrastructure to process purchase orders within 72 hours to reduce queries on	Section 15.3.9	EXAMPLE: Yes/No Can provide, please refer to xxx

	invoices?			
1.4	Communication Describe how you will ensure that travel bookers are informed timeously of the travel booking information within and outside of the RSA. Describe your communication process where the traveller, travel co-ordinator/booker and travel management company will be linked in one smooth continuous workflow.	Section 15.4		EXAMPLE: Yes/No Please refer to Communication process in xxx
2	FINANCIAL AND DATA MANAGEMENT			
2.1	Financial Management Describe how you will implement the negotiated rates and maximum allowable rates established either by the DPWI or the National Treasury.	Section 15.5 Annexure A5 Annexure A6		EXAMPLE: Yes/No Please refer to xxx

Bill Backs Can the TMC provide a bill back facility for the Department?	If not, please motivate.	If you can, describe how you will manage a bill-back account facility taking into account DPW's travel expenditure as per item 15.2 of the TOR.	Pre-Payments Describe how pre-payments will be handled where it is required for smaller Bed & Breakfast /Guest House facilities to ensure that travellers are not inconvenienced?	Invoicing Describe how invoicing will be handled, including the process of rectifying discrepancies between purchase orders and third party invoices, supporting documentation, and the timely provision of invoices to the Department.

2.2	Technology, Management Information and Reporting Booking System Describe the proposed booking systems that the TMC will be using for traditional bookings and for an Online Travel Booking System e.g. Global Distribution System (GDS), Online Travel Booking System (OTBS). Describe how travel consultants will access and book airfares, accommodation, car rental i.e. non-GDS inventories (low cost carriers/ consolidators) or not available on the OTBS. Data and Management Information Describe how you will manage data and management information such as traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour, transaction level data. Reporting requirements Can the TMC comply with the Department's monthly, quarterly and annual reporting requirement in line with the National Travel Framework and the PFMA? See Monthly	Section 15.6 Annexure A5 Annexure A6	EXAMPLE: Yes/No Please refer to xxx for booking system, reporting requirements and technology utilized
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	Reporting requirements as per Annexure A5. Give actual examples of standard reports that you currently have available. Give an indication if reports can be customised.			
2.3	Account Management Structure Provide the proposed Account Management structure reflecting the position and names of the TMC staff that will be responsible for the DPWL account. Describe roles and responsibilities of assigned staff. Please provide the cv's for key staff as per the Request for Proposal. Quality Control Describe what quality control procedures/processes you have in place to ensure that your clients receive consistent quality service. Describe how queries, requests, changes and cancellations will be handled. Issue Resolution	Section 15.7. 15.11 Annexure A4		EXAMPLE: Yes/No Can provide, please refer to xxx

What is your mitigation and issue resolution process? Please provide a detailed response indicating performance standards with respect to resolving service issues. Complaints Indicate how complaints will be handled and what procedure will be followed to address the complaints. Travel Policy What processes are in place to ensure that the Department's Travel Policy and the National Treasury Travel Framework is enforced? Manage Service Levels How will you manage the service levels in the SLA and how will you go about conducting customer satisfaction surveys? Training Indicate what workshops/training will be provided to Travellers and /or Travel Bookers. Provide a detailed training plan.			
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2.4	Quarterly and Annual Travel Reviews Performance Management Provide a sample of a Quarterly and Annual review used for performance management during the life cycle of the contract. Travel spend, Exceptions and cost saving Reports for Air Travel, Accommodation, Car Rental etc.	Section 15.10	EXAMPLE: Yes/No Please refer to xxx
2.5	Office Management Confirm the ability to provide a centralised on-site In-house travel service in the Central Government Offices Building, 256 Madiba Street, Pretoria or alternative venue. Confirm that licensing, furniture, equipment, telephone expenses, ICT connectivity, staff salaries and all other running costs will be for the cost of the successful TMC. Confirm that the IT infrastructure for the On-Site office must be set within a period of 30 days after the awarding of the contract or as agreed with the Department. Can the TMC provide highly skilled and	Section 15.11 15.13	EXAMPLE: Yes/No Can provide, please refer to xxx

	qualified human resources with the roles specified in section 15.11 of the Request for Proposal? Describe the forecasting system employed to staff operations in response to volume changes owing to conferences, project-related volumes, etc. Provide an overview of your back-office processes detailing the degree of automation for air tickets workflow, ground arrangements and bill back workflow.				
2.6	Please provide information on any value-added services that your company can offer		Section 15.8		
3	FUNCTIONALITY CRITERIA				
3.1	CORPORATE TRAVEL EXPERIENCE	10			
3.1.1	Please provide proposed account management structure/organogram reflecting the positions and names of the staff that will be responsible for the Department of Public Works and Infrastructure's account.	10	Section 17.2		

	Submit detailed CV's showing 3 or more years of experience in Travel. CV's for <u>Key Account Manager, Operations Manager, Conference Manager, Finance Manager and In-House Manager as per the Request for Proposal.</u>				
3.2	CORPORATE TRAVEL CAPABILITY	70			
3.2.1	Provide the testimonials/reference letters from at least five (5) contactable clients whose contracts related to corporate travel are of a similar contract value to that of the Department of Public Works and Infrastructure during the past 10 years. The letters must include: company name, contact name, address, phone number, and duration of the contract, contract value.	25	Section 12.3 15.3 (k) 17.2		
3.2.2	Travel Management Companies to demonstrate that they can provide an Online Travel Booking system to the Department. Bidders to supply a list of testimonials/reference letters from at least five (5) contactable clients reflecting the	25	Section 12.3 15.3.3 17.2		

	utilisation of an Online Travel Booking System by a company / government for at least 3 years The letters must include: company name, contact name, address, phone number, and confirmation of the utilisation of an Online Travel Booking System.				
3.2.3	Provision of a Bank Credit rating letter by a reputable banking institution. This is required to demonstrate the TMCs ability to provide a bill-back account facility taking into account DPW's travel expenditure (15.2 of TOR)	10	Section 12.3 17		

PRESENTATION

3.3	ON LINE TRAVEL BOOKING SYSTEM	30		
	Provide an overview on a proposed automated Online Travel Booking System with specific focus on: Single sign on to access all features Ability to book, amend and cancel core travel types System Cost Saving strategies Controls and NT Compliance Different levels of approval types Ability to identify and manage deviations Mobile ability to approve travel Integrated reporting capability Mobile ability to approve travel Training and Online support		Section 12.3 15.3.3 17 Annexure A3*	EXAMPLE: System will be demonstrated

	Provide a detailed transition plan for rolling out the Online Travel Booking System to the Department of Public Works and Infrastructure with specific time frames and service requirements.			
4	RISK ANALYSIS (Please respond to the questions in full and or provide information)			
4.1	Company Registration Has the TMC ever traded under any other travel company name? If so please indicate the company registration number and the name of the company Please provide the detailed reasons for the change.	Section 17		EXAMPLE: Yes/No Please refer to xxx
4.2	IATA Have you ever traded under any other IATA registration number If so please indicate the IATA registration number and the name of	Section 12.3 15.3.1 (m)		EXAMPLE: Yes/No Please refer to xxx

the company Please provide the detailed reasons for the change Has your IATA membership ever been suspended since the establishment of the travel management company? If so please provide the detailed reasons for the suspension. ASATA Have you ever traded under any other ASATA registration number If so please indicate the ASATA registration number and the name of the company Has ASATA membership ever been suspended since the establishment of the travel management company? If so please provide the reasons for the suspension. Please provide a <u>Certified Copy</u> of the valid IATA License and a				EXAMPLE: Yes/No Please refer to xxx
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	<u>Certified Copy of the valid ASATA License.</u>			
4.3	Financial capability to handle the Department of Public Works and Infrastructure account Provide audited/ reviewed annual financial statements for at least 3 years covering the following periods: 2020/2021 2021/2022 2022/2023 2023/2024 (if available)	Section 12.3 17		EXAMPLE: Yes/No Please refer to xxx

5. EXPERIENCE AND CAPACITY

Indicate below the staff experience and contract value managed by the TMC in the following fields:

Company Registration Number _____

Date of Registration: _____

5.1

Years of experience in Travel						Comments
Positions	3 years or less	3-5 years	5-7 years	7-8 years	8 and more years	
Key Account Manager					x	Example: Key Account Manager CV indicating 10 years of experience attached
Operations Manager						
Conference Manager						
Finance Manager						
In-House Manager						

6. CURRENT CONTRACTS (CLIENT BASE)

Indicate all contracts in the table below currently being executed by the Travel Management Company.

[illegible]

6. PAST CONTRACTS (CLIENT BASE)

Indicate all contracts in the table below that was being executed by the Travel Management Company over the past 10 years of a similar size and contract value as that of the Department.

[illegible]

7. BIDDER DECLARATION (Section 22)

The Bidder hereby declares the following:

We confirm that _____ (Bidder's Name) will: –

- a. Act honestly, fairly, and with due skill, care and diligence, in the interests of the Department of Public Works and Infrastructure;
- b. Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- c. Act with circumspection and treat the Department of Public Works and Infrastructure fairly in a situation of conflicting interests;
- d. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- e. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with the Department of Public Works and Infrastructure;
- f. Avoid fraudulent and misleading advertising, canvassing and marketing;
- g. Conduct business activities with transparency and consistently uphold the interests and needs of the Department of Public Works and Infrastructure as a client before any other consideration; and
- h. Ensure that any information acquired by the bidder(s) from the Department of Public Works and Infrastructure will not be used or disclosed unless the written consent of the client has been obtained to do so.

Signature: _____ Date: _____

Print Name of Signatory: _____ Designation: _____

FOR AND ON BEHALF OF: _____ (Bidding Company's Name)

ANNEXURE A3 : ONLINE TRAVEL BOOKING SYSTEM REQUIREMENTS

BID Number HP24/007GS



ONLINE TRAVEL BOOKING SYSTEM REQUIREMENTS

ANNEXURE A3: ONLINE TRAVEL BOOKING SYSTEM REQUIREMENTS

1. **DPWI** requires an Online Travel Booking System that will be able to do the following:

- 1.1. The OTBS shall enable DPWI officials to make and manage their own travel arrangements online in accordance with the applicable prescripts and instructions issued within the National Travel Framework and DPWI policy. This also includes changes, amendments and cancellations.
- 1.2. The OTBS shall be available 24/7, mobile and web based for clients (officials applying for travel).
- 1.3. The OTBS shall be able to store the information and also retrieve information if needed by the department e.g. for audit purposes. Information systems best practice must be adhered to, including to allow system information/data audit capabilities.
- 1.4. The OTBS shall allow Managers to approve or reject travel bookings from anywhere via a secure approval system i.e. mobile solution, sms and e-mails and as approval work flow per cost center.
- 1.5. The appointed Service Providers shall be able to deliver the fully automated online booking system within six months from date of appointment.
- 1.6. The OTBS shall allow the Travel Booker/Traveler to initiate travel by quotations directly from service providers via the online system Tool (web or mobile) and be able to submit booking for approval as per workflow.
- 1.7. The OTBS must allow the Traveler to upload the supporting documents.
- 1.8. The OTBS shall allow the Traveler/Travel Booker to view and track the status of his/her bookings on the dash board.
- 1.9. The OTBS shall allow the Traveler/Travel Booker to make amendments to his/her booking.
- 1.10. The OTBS shall alert the Traveler/Travel Booker of visa requirements, travel insurance, health warning requirements, travel alerts, airline baggage policy, etc.
- 1.11. The OTBS shall allow the TMC to capture the travel request on behalf of the Traveler in case of emergency or if the system is offline.

- 2.1. The OTBS shall default the Traveler's profile category according to the policy rules. It should only display the class of the air ticket that complies with the Traveler's profile category (e.g. Economy class, business class)
- 2.2. The OTBS shall automatically default to the departure airport, destination airport, date and time of flight as was captured.
- 2.3. The OTBS shall allow the Traveler/Travel Booker to make changes to the flight booking.
- 2.4. The OTBS shall 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)
- 2.5. The OTBS shall allow the Traveler/Travel Booker to select the preferred flight.
- 2.6. The OTBS shall display flight rules.
- 2.7. In case of or international flights, the manual process will be followed and it must be cost effective. The TMC to provide a dedicate team to assist.
- 2.8. For International Travel the TMC should three or more price comparisons where applicable to present the most cost effective and practical routing to the Traveler.
- 2.9. The OTBS shall allow the Traveler/Travel Booker to deviate from the departmental travel policy with reasons and supporting documentation and approvals.
- 2.10. All negotiated deal codes with vendors shall be embedded into the system.

2. Air Travel

- 1.12. The OTBS shall allow the travel approver to delegate another official when out of the office and also allow for escalation when travel arrangement are not approved within a required time.
- 1.13. In the event that the OTBS is offline the TMC shall be able to allow the Traveler/Travel Booker to submit the travel request manually as reflected in Annexure A5.
- 1.14. In the event that the services are not available on OTBS it must automatically transfer the booking request to the consultant for intervention.
- 1.15. The OTBS shall be programmed as per the DPWI policy, National Treasury Cost Containment Measures and National Treasury Travel Framework.

ANNEXURE A3: ONLINE TRAVEL BOOKING SYSTEM REQUIREMENTS

- 2.11. Search for availability and lowest fares (air, road, rail travel and accommodation) across multiple suppliers (offering both preferred and public rates)
 - 2.12. At the time of flight selection, provide the Travel Booker with details of the flight fare rules e.g. cancellations, changes of time etc.
 - 2.13. Select the desired real-time quotes for flight, road, rail transport, accommodation reservations that complement the request.
 - 2.14. Offers as per the above shall be displayed on a single screen, with sortable columns and filters or arranged in price order from the cheapest to the most expensive to allow Travel Bookers to choose the best option.
 - 2.15. Direct integration into main airlines and low cost airlines.
- 3. Accommodation**
- 3.1. The OTBS shall default to the Traveler's profile category according to the policy rules. It should only display the accommodation facilities that complies with the Travelers profile category.
 - 3.2. The OTBS shall allow the Traveler/Travel Booker to deviate from the Departmental travel policy with reasons and approval.
 - 3.3. The OTBS shall allow the user to capture the final destination of the accommodation.
 - 3.4. The OTBS shall allow the Traveler/Travel Booker to make amendments to the accommodation booking.
 - 3.5. Once the Traveler/Travel Booker has captured the destination, the OTBS should be able to display the available descent/ adequate accommodations within the radius chosen.
 - 3.6. The OTBS shall be able to display the rules and amenities of the accommodation facility.
 - 3.7. The OTBS shall allow prepayment if the supplier request for one and TMC will be responsible for payment and there must be delegation to approve request for prepayments from the Department.
 - 3.8. The service provider/s shall ensure that sufficient accommodation establishments are available on the system to accommodate officials that are travelling.

ANNEXURE A3: ONLINE TRAVEL BOOKING SYSTEM REQUIREMENTS

4. **Car Rental**
- 4.1. The OTBS shall default to the Traveler's profile category according to the policy rules. It should only display the car rental group that comply with the Traveler's profile category.
 - 4.2. The OTBS shall allow the Traveler/ Travel Booker to deviate from the departmental travel policy with reasons and supporting documentation.
 - 4.3. The OTBS shall automatically default to pick up point and delivery point e.g. airport.
 - 4.4. The OTBS shall allow the Traveler/Travel Booker to amend to the car rental booking with reasons and supporting documents.
 - 4.5. The OTBS shall allow the Traveler/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.
 - 4.6. The OTBS must allow the Traveler/Travel Booker to deviate from the policy with reasons and authorization e.g. change of vehicle groups.
 - 4.7. Direct integration into car hire companies.
 - 4.8. Select trips based on availability, travel policy, times and prices.
 - 4.9. Create a temporary reservation with the supplier/s and a requisition subject to approval based on:
 - 4.9.1. Travel policy compliance.
- 3.9. Where it is required, the service provider/s shall ensure that accounts are opened with the property to ensure the provision of services and payment.
 - 3.10. The voucher / confirmation shall clearly state the all-inclusive rate (Accommodation, meals, parking etc.) and issued within 2 hours.
 - 3.11. Any additional requests shall be approved as per the system / service level agreement.
 - 3.12. Direct integration into accommodation establishments or an appropriate inventory system:
 - 3.12.1. Access to content (pictures and descriptions of amenities)
 - 3.12.2. Pre-negotiated prices must be displayed to the user.
 - 3.12.3. Real time rates must be displayed to the user.

ANNEXURE A3: ONLINE TRAVEL BOOKING SYSTEM REQUIREMENTS

- 4.9.2. Declined / missed savings, based on selection made.
- 4.9.3. Detailed costing against cost centers.
- 5. Travel Management-Shuttle Services**
- 5.1. The OTBS shall allow the Traveler/Travel Booker to select the pick-up point and drop off point as per the Traveler profile.
- 5.2. The OTBS shall allow the Traveler/Travel Booker to make amendments upon approval e.g. when changing the flight times etc.
- 5.3. Group Travel Management-buses.
- 5.4. Group Travel management booking-buses manual process will be followed as per the DPWI policy and National Treasury Framework.
- 5.5. The TMC must have a dedicated team to assist with the sourcing of quotations and negotiate the rates on behalf of the department.
- 5.6. Venues and Facilities manual process will be followed as per the DPWI policy and National Treasury Framework.
- 5.7. The TMC must have a dedicated team to assist with the sourcing of quotations and negotiate the rates on behalf of the department.
- 6. Missed savings**
- 6.1. OTBS must be able to detect miss savings based on NT accommodation bands.
- 6.2. The Online Travel Booking System must flag missed savings based on the comparison between airlines vs airlines, Hotels vs hotels, Guest houses vs guest houses etc.
- 6.3. Managers must be able to identify missed savings prior to approval and may request reasons for such a particular deviation.
- 6.4. A full audit trail of travel costs per directorate shall be obtained via the system.
- 6.5. DPWI Travel Policy shall be built into the OTBS.

7. Authorizations of Exceptions

The OTBS shall allow exceptions, however there must have a written authorization from the department e.g. when deviating from the policy.

8. Training

- 8.1. The TMC shall provide the training plan that indicate the type of training and support.
- 8.2. Adequate training on the use of the system as well as support shall be provided.
- 8.3. Users shall be trained as and when required by *DPMI*.

9. Communication

- 9.1. Travel itinerary shall be sent to the Travel Booker and Traveler via SMS alerts-mail and mobile app alerts.
- 9.2. The OTBS shall accurately advise the Traveler of e-ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.

10. Reporting

- 10.1. Real-time reporting and reconciliation of travel spend shall be retrieved from the Online Travel Booking System. The reports shall be utilized to proactively advise management and assist in the reduction of respective travel expenditure.
- 10.2. Comprehensive reports (standard and dynamic) shall be updated daily and be available on-line to managers.
- 10.3. The following reports shall be made available on the system and submitted on monthly basis to the travel section:
 - i. Declined / missed saving opportunities.

- 11.1. The application shall be easy and simple to use.
- 11.2. The OTBS must be easily customized as and when required to meet DPW's needs.
- 11.3. The OTBS shall be utilized to book flights, road, rail transport and accommodation electronically.
- 11.4. Predelineated users shall be set up to book and authorize travel transactions. The system shall enforce segregation of duties.
- 11.5. Workflow approval platform shall be set up according to the Department's requirements.
- 11.6. The OTBS shall deliver travel documentation electronically to a Travel Booker and Traveler by means of both sms, email and mobile app.
- 11.7. A comprehensive library of reports (transactional and behavioral based) shall be available.
- 11.8. The OTBS shall provide for attaching unlimited supporting documents per transaction.
- 11.9. The OTBS shall flag and prevent duplicate bookings.
- 11.10. A unique trip reference number shall be provided for each transaction.
- 11.11. The OTBS shall be accessible from anywhere.
- 11.12. The OTBS must allow for hierarchy approval.
- 11.13. Submit the request with selected quotes to the relevant manager for approval.

11. Functionality of the OTBS

- ii. Traveller behaviour with regard to advanced bookings and last-minute bookings.
- iii. Payments made and outstanding monies.
- iv. Flagging of costs incurred due to cancellations.
- v. No shows.
- vi. Late bookings and amendments.
- vii. Refunds and credit notes.
- viii. Service provider/s shall detail additional the online (real-time) reports that shall be provided and availability of statistics for reporting.

ANNEXURE A3: ONLINE TRAVEL BOOKING SYSTEM REQUIREMENTS

- 11.14. Once all approvals have been obtained, a unique order number shall be generated.
- 11.15. Electronic vouchers shall be supplied.
- 11.16. For every request approved on the system, appropriate itineraries (booking confirmation) shall be generated. Printable itineraries showing complete information on status of reservations on all carriers, road transport and accommodation shall be provided. The Traveler shall be made aware of fare restrictions and pre-ticketing.
- 12. Booking cancellations**
- The OTBS shall support online cancellations (rules for cancellations and no shows shall be communicated to the user prior to departure).
- 13. Electronic fulfillment**
- The TMC shall manage quality control issues and disaster recovery services for all online bookings.
- 14. Manual fulfillment**
- All trips initiated outside of the online booking system shall be uploaded into the system within six (6) hours and a trip reference to be generated.
- 14.1. The captured booking shall follow the same approval and business rules workflow as online bookings.
- 14.2. Data for all bookings shall be included in the reporting tool.
- 15. Payment and streamlining of reconciliation process: The service provider/s shall:**
- 15.1. Include all fees to be charged in the bid document.

ANNEXURE A3: ONLINE TRAVEL BOOKING SYSTEM REQUIREMENTS

- 15.2. Ensure direct settlement to suppliers, matching of payments against supporting documentation (receipts, invoices from vendors, etc.) and submission to DPWI to streamline the reconciliation process.
- 15.3. The TMC shall issue the DPWI with tax invoice for flights, accommodation, and car rental and/or shuttle service within 30 days of the actual service.
- 15.4. The TMC shall ensure that all the documents (establishments tax invoice with the DPWI authorization) are submitted with the final tax invoice per booking.
16. Data transfer
- 16.1. The TMC shall transfer all the data to DPWI within 6 months of contract expiry.

ANNEXURE A4: DRAFT SERVICE LEVEL STANDARDS

BID Number HP24/007GS



SERVICE LEVEL STANDARDS

1. INTRODUCTION

The purpose of the Service Level Standards is to guide and document the expectations and requirements of the services to be rendered to the Department of Public Works and Infrastructure by the Service Providers.

This document may be used as the benchmark against which reviews and, as appropriate, modifications to the SLA shall take place.

2. KEY PERFORMANCE INDICATORS

Key performance indicators (KPIs) are management tools designed to monitor supplier performance and help meet the goals, objectives and service levels of the contract.

2.1 RANGE OF SERVICES

The Services rendered are reflected in the Scope of Work (Request for Proposal).

3. MEASUREMENT CRITERIA

The following table lists a comprehensive number of Key Performance Areas and Indicators. The Department of Public Works and infrastructure and Ministry selected the most relevant KPA and KPIs to include in the contract and quarterly and annual reviews of the contract. The Department of Public Works and infrastructure and the Ministry of Public Works may change the descriptions, targets and frequency of measurement according to their needs.

Key Service Area	Description of Service	Target	Frequency of Measurement	Weighting of Service	Reference
GENERAL					
Hours of operation	Rendering services throughout working hours. Monday to Friday (7h30 – 17h00)	100%	Monthly/Quarterly Review		15.3.1(b)
After hours/emergency services	After hours services must be rendered Monday to Friday outside normal official hours (17h00 to 7h30) and 24 hours on weekends and Public Holidays.	100%	Monthly/Quarterly Review		15.3.9(c)
Travel Policy Implementation	Controls put in place to ensure policy compliance.	80%	Monthly/Quarterly Review		15.3.1(f)
Traveller Profiles	All travellers must be set up with a personal profile.	80% of travellers	Monthly/Quarterly Review		15.3.1 (h)
Third Party Management	Manage the third party service providers by addressing service failures and complaints against these service providers.	80%	Monthly/Quarterly Review		15.3.1(i)
Online Booking Tool	Provide an online booking tool that can be utilised by the traveller as well as the necessary support required.	80% of Travellers	Monthly/Quarterly Review		15.3.1(c)
Transition Plan	TMC must provide a detailed transition plan.	80%	Monthly/Quarterly Review		15.3.1(i)

RESERVATIONS					
Turnaround times to acknowledge requests	Receiving request, issuing orders to the travel agent and sending vouchers to the travellers and travel bookers.	80% of bookings within 4 hours	Monthly/Quarterly Review		15.3.2(a)
	Turnaround on quotations.	80% of bookings within 24 hours	Monthly/Quarterly Review		15.3.2(a & d)
	Booking negotiated discounted fares.	90% of bookings within 1 hour	Monthly/Quarterly Review		15.3.2(e)
	Keeping abreast of carrier schedules, changes as well as all other alteration.	90% of changes & cancellations within 4 hours	Monthly/Quarterly Review		15.3.2(f)
Conferences and workshops	The TMC should cater for group arrangements for conferences according to the configured number of travellers as per policy.	100% of all requests	Daily		15.3.7(a)
	The TMC should obtain minimum of 3 price comparison quotation.	95%	Daily		15.3.7 (b)
	The TMC should arrange for blocked bookings at negotiated rates.	95%	Daily		15.3.7 (c)
	The TMC should prepare an analysis of each venue and submit a comparison to the Department.	95%	Daily		15.3.7 (d)
	Site inspections.	95%	Daily		15.3.7 (e)
	Group Travel management busses.	95%	Ad hoc/Quarterly		15.3.8
Support & Advice	TMC will support and assist with advice, documentation for passports and visa applications, inoculation requirements, foreign currency, insurance, etc.	50% of all requests	Monthly/Quarterly Review		15.3.2(j), (k), (l), (m)

	Issue a Travel Insurance Policy for regional & international travel and hand traveller detail of the policy	100%		Monthly/Quarterly		15.3.2(k)
Commissions earned	Commissions earned on government business, paid back to the client on a quarterly basis.	100% of all commission earned for government business	Quarterly			15.3.2(o)
AIR TRAVEL, ACCOMMODATION, CAR RENTAL & SHUTTLE SERVICES						
Price comparisons	Domestic Reservations: 3 price comparisons. TMC will offer the lowest possible quotations for the journey at the requested date and time. Alternative options will be offered if the discounted classes are not available at time of travel to allow for an hour window before and after the requested time (best quote)	90% of all bookings to be the lowest/best quote	Monthly/Quarterly Review			15.3.4(b)
	International Reservations: 3 price comparisons which provides the most cost effective and practical routing.	90% of all bookings to be the lowest/best quote	Monthly/Quarterly Review			15.3.2(b); (c)
Reservations Communication	Confirmations of bookings (air travel, accommodation, car rental, etc.) must be communicated to the traveller via SMS and/or email.	100% of all bookings	Monthly/Quarterly Review			15.3.2(f), (j)
Air Travel Cancelled and Unused tickets/	All cancelled and/or unused tickets must be communicated weekly to Department.	80%	Quarterly			15.3.4 (g)
Air Travel; Quality Control	Process to confirm best fare for international tickets with more than 6 sectors	95%	Monthly/Quarterly Review			15.3.4(c)
Accommodation	Accommodation bookings that were not within the Maximum allowable rates and reasons.	Number	Monthly/Quarterly Review			15.3.5(a),(b)

	Cancellations and no-shows	Number	Monthly/Quarterly Review		15.3.5(f)
Car Rental & Shuttle Services	Car Rental bookings that were not in line with the travel policy and cost containment measures and reasons.	Number	Monthly/Quarterly Review		15.3.6(a),(d)
AFTER HOURS & EMERGENCY SERVICES					
After hours & Emergency Services	The TMC must provide a consultant or a team of consultants to assist a travellers with after hours and emergency reservations and change to travel plans.	100%	Monthly/Quarterly Review		15.3.9(a)
	A dedicated consultant must be available to assist VIP/Executive travellers with after hours or emergency assistance.	100%	Monthly/Quarterly Review		15.3.9(b)
	The TMC should submit the after-hours information a day after travel has taken place.	100% of all emergency and afterhours requests	Monthly/Quarterly Review		15.3.9 (f)
	Authorisation and order processing of afterhours and emergency travel requests to be done within 24 hours.	100% of all bookings to be authorised.	Monthly/Quarterly Review		15.3.9(e)

COMMUNICATION					
Communication	Online booking tool Workshops and Training provided to all users.	Number of workshops / training sessions And Number of personnel trained	Quarterly / Annually		15.4.1
	All inquiries must be dealt with and prompt feedback to be provided within 24 hours.	100% of all inquiries	Quarterly / Annually		15.4.2
FINANCIAL MANAGEMENT					
Financial management:	The TMC must implement the rates negotiated by the Department of Public Works and Infrastructure with travel service providers or the discounted air fares or maximum allowable rates established by National Treasury.	100% of all invoices	Monthly		15.5.1
	Cost effectiveness of travel arrangements. Savings generated / Savings missed / Cost reduction / Cost avoidance.	±3-5% of travel spend	Monthly/Quarterly Review		15.5.4
	The TMC must ensure that the travel supplier accounts are settled timeously.	100% of all invoices	Monthly		15.5.9
	The TMC will be required to offer a 30 day bill back account facility to the Department should the TMC credit not be utilised.	100%	Monthly		15.5.5
	The TMC will be responsible for tracking and management of unused air tickets and provide a report on refund management.	100% of all air bookings	Daily		15.5.11
	Where pre-payment is required the TMC must settle the invoice before the check in time.	100% of invoices	Ongoing		15.5.6

	The TMC must consolidate the travel supplier bill back invoices.	100% of all bill back invoices.	Ongoing		15.5.7
	TMC must during their report period provide proof that bookings were made against the discounted rates.	100%	Discounted rates		15.5.10
	TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING				
Technology, Management Information and Reporting	The Department of Public Works and Infrastructure may request the TMC to provide additional management reports.	100%	Monthly		15.6.4
	Accuracy of reports.	100%	Monthly		15.6.2
	Monthly travel management reports to be presented to the client's travel manager and finance manager. The report to include (not limited): - Summary of total travel spend - Total expenditure by Air Carrier - Detailed accommodation facility spend - Detailed car rental facility spend - Detailed shuttle service facility spend - Cost savings report - Exception reports - Unused ticket report - Un-invoiced voucher report - Invoices not paid within 30 days - Fully Implemented online Booking Tool	100% accuracy	Monthly/Quarterly Review		15.6.8
ACCOUNT MANAGEMENT					
Handling of Compliments and Complaints	All complaints related to TMCs service to be recorded as a ratio of complaints to number of transactions. The ratio must be less than 1%.	Ratio of number of complaints to number of transactions to be less than 1%	Monthly/Quarterly Review		15.7.4
	Where possible all complaints to be acknowledged within 3 hours of receipt.	95% of all complaints within 3 hours	Monthly/Quarterly Review		15.7.4

	Complaints related to TMC to be addressed within 24 hours and resolved within 5 working days	100% of all complaints	At time of complaint. Monthly/Quarterly Review		15.7.4
	All complaints related to a supplier's service will be addressed with the supplier involved and resolved within 3 days.	100% of all complaints	At time of complaint. Monthly/Quarterly Review		15.7.4
Customer Satisfaction	Agree and manage customer satisfaction surveys.	80-100% satisfaction	Quarterly		15.7.3
Travel policy enforcement	TMC to ensure Travel Policy is enforced. Manage with exception reports.	Exception reports	Monthly/Quarterly Review		15.7.5
VALUE ADDED SERVICES					
Travel value added services	Value added Services - Provide information on any value-added services that can be offered to National Department of Public Works & Infrastructure.	80-100%	Quarterly		15.8

COST MANAGEMENT					
Cost Containment	Cost effectiveness of travel arrangements. Savings generated / Savings missed / Cost reduction / Cost avoidance.	±3-5% of travel spend	Monthly/Quarterly Review		15.9.1&15.9.2
	Proposals made by the TMC to improve travel behaviour and save money.	Number of proposals and resultant improvements	Quarterly/ Annually		15.9.1
QUARTERLY & ANNUAL REVIEWS					
Quarterly Reviews	Quarterly reviews are required to be presented by the TMC on all travel activity in the previous three-month period. These reviews are comprehensive and presented to the Procurement and Finance teams as part of the performance management reviews based on the service levels.	4 Reviews	Quarterly		15.10.1
Annual Reviews	Annual reviews are required to be presented by the Travel Management Company on all travel activity in the previous twelve-month period. These reviews are comprehensive and presented to the Procurement and Finance teams as part of the performance management reviews based on the service levels.	1 Review	Annual		15.10.2
OFFICE MANAGEMENT					
On-sites office	The TMC to ensure that a centralised on-site office is open and fully functional:	100% fully functional	On going		15.13.1
Back office support and skilled TMC personnel	The TMC to ensure high quality service to be delivered at all times to the travellers. The TMC is required to provide highly skilled and qualified human resource.	100%	On going		15.11
Confidentiality	The TMC must ensure confidentiality in respect of all travel and accommodation arrangements.	100%	On going		33

DEPARTMENTAL PROCEDURES

ANNEXURE A5



DEPARTMENTAL PROCEDURES RELATING TO TRAVEL BOOKINGS

1. IDENTIFY REQUIREMENT

An official of the Department of Public Works and Infrastructure 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 (Manual Process)

- a) The Department of Public Works and Infrastructure Travel Booker/Coordinator 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/Official 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 completing the Request for Quote form to the TMC.
- d) The TMC should ensure that quotations are received as per the agreed turnaround time.
- e) The Travel Booker/Coordinator completes a request to travel (PW21) or amendment/cancellation form stating detail of requested travel service with estimated cost obtained from the TMC quotation from must be attached.
- f) The Travel Booker forwards the completed PW21 Form to the delegated manager for authorization of the travel services.

- g) All changes done by the TMC on a verified PW 21 of the Department of Public Works and Infrastructure must be updated on the Form before the voucher is issued.
- h) When the required number of quotes could not be obtained the TMC must state in bold on the quotation /itinerary.

3. AUTHORISATION

- a) The Delegated Authority appointed to approve the PW 21 for travelling, reviews the request and approves it if in order. In the event of travel abroad the Director-General recommends and the Minister of Public Works approves the travel on an additional submission attached to the PW21.

- b) The authorized PW21 or amendment form is forwarded to the Logistics unit in order to obtain an order number for the travel service.
- c) The Logistical Services sub-directorate captures the travel service on an excel spreadsheet, and obtains one order number for the entire trip (all services requested on the PW21).

- d) The Logistical Services Order Office captures the order number on the PW21 and forwards the PW21 form to the TMC.
- e) The TMC confirms the booking with individual service providers by utilizing the order number as reference.

- f) The TMC informs the traveller and the Travel Booker in the requested format (sms, email,) that the booking has been confirmed.

- g) After the booking has been finalised, the TMC must keep the PW21 form so that it can be used as a control measure to help prevent irregularities. No TMC will finalise or issue a voucher before they have received the PW21 form with official order number.

- h) The TMC will keep the copy of the PW21 form for their records. It must be noted that, if a combined preliminary booking has been made for a group of travellers, the name of each traveller has to be on a name list attached to the PW21.

- i) Bookings may not enable travellers to gain any personal benefits.

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 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 who made the booking is to liaise with the TMC and make the necessary arrangements. Such changes need to be confirmed on an amendment/cancellation form. The following actions will be taken for the indicated cases:

- a) Cancellation/Amendment of Travel: The Travel Booker who made the booking is to approach the TMC immediately and have the bookings changed as per amendment/cancellation form. Reason must be provided for such an amendment.
- b) If payment had been made and an invoice had already been submitted to the Department of Public Works and Infrastructure, a credit note will be processed. In the event of cancellation fees being levied, the TMC is to invoice the Department of Public Works and Infrastructure 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 authorized PW21 is received with an order number, will the TMC confirm the preliminary booking by issuing the air ticket to the relevant official at the Department of Public Work and Infrastructure.

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 Department of Public Works and Infrastructure. Furthermore, travellers may under no circumstances endeavour to have their air tickets changed to help accumulation of personal benefits.

c) 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 Director: Logistics 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 DPWI.

d) Lounges at airports

Travellers may only use dedicated lounges at airports if it is at no additional cost to the Department of Public Works and Infrastructure or if it is included in the relevant air ticket. In the event of specific and special requirements relating to international travel, the Directorate: Logistics 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 Department of Public Works and Infrastructure. In respect of the following aspects on the rental agreement, the traveller will decline them, as the Department of Public Works and Infrastructure 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 Chief Director SCM

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 Directorate: Logistics.

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 timely advised of any cancellation or changes to the bookings, such non-utilization of accommodation is to be reported to the Directorate: Logistics. An invoice clearly stating the 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, and lunch. 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 Assistant Director: Travel (Head Office)

- i. TMC to acknowledge receipt of the e-mail.
- ii. TMC to source quotations as per DPWI specification.
- iii. Minimum of 3 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 DPWI the quote and cost comparison and cc Assistant Director: Travel (Head Office)
- vi. Soft drinks to be included in the Day Conference package.
- vii. After analysing the quote should the supplier do not meet the DPWI specification, the TMC must source more quotations.
- viii. DPWI must verify and accept quote.
- ix. On acceptance of the quote the TMC must request a contract from the nominated supplier.

10. PROCEDURES RELATING TO PAYMENT

- x. DPWI 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 DPWI.
- xiii. DPWI 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 Logistics.
- xv. DPWI will send an amended Conference Booking Form for the extras to the TMC.
- xvi. TMC must submit invoice to DPWI without the extras as per the initial quote.
- xvii. Invoice for extras to be invoiced separately.

10.1. Submission of Invoices

- 10.1.1. Individual invoices, per travel service, must be forwarded to the Department of Public Works and Infrastructure for payment within a reasonable time (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) Copy of the approved PW 21 form with an official order number

- b) Certified suppliers invoice as a true copy

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

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

- i. Damages or incidents must be invoiced separately from the rental invoice
- ii. The copy of the rental invoice must be attached
- iii. Copy of the PW 21/OBT Itinerary must be attached
- iv. Copy of amendment if there were amendments
- v. Copy of drivers licence
- vi. Copy of pre and post inspection
- vii. Voucher
- viii. Driver Statement
- ix. SAPS report when third party involved

(d) Accidents /Incidents

- 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 suppliers invoice must be the same as on PW21

(c) Vehicle Rental Information

- i. Date of travel
- ii. Air ticket number
- iii. Airline company's name and routes travelled
- iv. Class of travel

(b) Air Travel Information

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

- i. Invoice number and date
- ii. Departmental order number
- iii. Travel agent's name, address, and office of issue
- iv. Name of the traveller –same as PW 21
- v. Copy of the PW 21/Cancellation or amendment form/conference booking form
- vi. Account number
- vii. Cost per service
- viii. Certified true copy of suppliers invoice
- ix. TMC Banking details on the invoice
- x. Service dates
- xi. Date of travel
- xii. Type of service
- xiii. Copy of quotation

(a) Basic Information

- x. Rental Agreement
- xi. Damage/Incident Report from rental company
- xii. Assessor's report must be attached

(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. PW 21 /and Amendment
- vii. Voucher

(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. Copy of the PW 21 or amendment must be attached

(g) Supporting Services e.g. shuttle services/railage

- i. Date of service
- ii. Service provider
- iii. Particulars of service
- iv. Certified copy of supplier invoice with order number
- v. Voucher
- vi. Copy of the PW 21 or amendment must be attached

(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
- ix. Copy of the conference booking form or amendment must be attached
- 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 quotation from Service Provider/s
- v. Approved memorandum from Delegated Official
- vi. Copy of the PW 21 or amendment must be attached
- vii. Certified true copy of supplier invoice

11. CORRECTNESS OF INVOICES

(a) Air Travel

Ensure that air tickets are certified as a true copy and attached to the invoices corresponding with the attached PW21. In case of the issue of a replacement air ticket for a lost air ticket, a supporting document verifying the change is to be attached to the invoice.

The Department of Public Works and Infrastructure reserves the right to reject any claim for payment in respect of which the official form of authorization (PW 21) has not been submitted.

(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 Department of Public Works and Infrastructure reserves the right to reject any claim for payment in respect of which the official form of authorization (PW 21) has not been submitted.

(c) Accommodation

Ensure that all extras are not reflected on the invoice, only bed and breakfast is allowed unless **dinner** is approved by the delegated authority and copy of PW21 is attached at all times.

The Department of Public Works and Infrastructure reserves the right to reject any claim for payment in respect of which the official form of authorization (PW 21) has not been submitted.

(d) Train/bus Travel

Ensure the relevant information on the suppliers invoice corresponds with attached PW21.

The Department of Public Works and Infrastructure reserves the right to reject any claim for payment in respect of which the official form of authorization (PW 21) has not been submitted.

(e) Supporting Services

The relevant official travel authorization form (PW21) must be attached. Ensure that PW 21 is attached and that true copy stamp is on all copies of suppliers invoices.

Department of Public Works and Infrastructure reserves the right to reject any claim for payment in respect of which the official form of authorization (PW 21) has not been submitted.

12.

CREDIT NOTES

12.1 Credit Notes the TMC must forward to the Department of Public Works and Infrastructure 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. Copy of PW 21
- v. Invoice number and date
- vi. Amount
- vii. Copy of original invoice
- viii. Copy of credit note

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REFUNDS

- i. TMC must submit the spreadsheet of all refunds quarterly
- 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 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. Copy of PW 21
- vii. Amount

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PAYMENTS

(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 Department of Public Works and Infrastructure Policies.

(b) Reconciliation

Monthly management reports containing order 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. 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 Head Office and Regional Offices.

(c) Lodge Card Reconciliation

Department of Public Works and Infrastructure will consider utilising the Lodge Card for the effective and efficient payment of air travel and conference expenditure. The travel lodged card facility is a charge card facility. This means that the full balance due to be settled by the stipulated due payment date or Settle suppliers within 30 days. The following will be required:

- All transactions to be consolidated on the main travel lodged account
- To facilitate the payment of all air travel and conference related expenses and transactions
- Lodge Card will supply a consolidated monthly invoice/statement for reconciliation and payment. The TMC will provide supporting individual invoices per line item, which will be used for verification of travel.
- A detailed monthly age analysis and summary.
- Unresolved items to be raised with the Lodge Card support team within 30 days of statement and item under query to be raised with the TMC or travel supplier authorised to use the card.
- Monthly invoices and interim statements in PDF or excel accessible 24/7

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AFTER HOUR PAYMENT

- i. Submit after hour report the next day after travel
- ii. Submit all after hour invoices monthly as per monthly transactional report.
- iii. After hour, invoices should have the after hour report and the relevant supporting documents e.g. PW21 /Afterhours booking form or Amendment/cancellation form.

16

MANAGEMENT REPORTS REQUIREMENTS

16.1 FORMAT OF REPORTS

Department of Public Works and Infrastructure requires monthly management reports for the entire Department (DPWI/PMTE) stipulating Regional Office information on separate reports. The reports should contain information as stipulated below.

16.2 MANAGEMENT REPORT: OBJECTIVE

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

- 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

(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

(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

Department of Public Works and Infrastructure 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 following reports should be submitted for DPWI and/or PMTE on a quarterly and annual basis:

18.1 FORMAT OF REPORTS

18 QUARTERLY AND ANNUAL FINANCIAL REQUIREMENTS

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

17.3 BBB-EE STATISTICS REPORT

- 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

17.2 Full particulars on above categories must be provided:

- 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

17.1 Provide detail per travel service under the following categories:

17 EXCEPTION REPORTS

- 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

(a) Reports required for DPWI /PMTE

- 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
- vii. Invoiced accruals
- viii. Quarterly open tickets
- ix. Supporting documents

The reports should contain the following basic information:

(b) Basic Information

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

(a) Open vouchers

Ensure that the information on the spreadsheets corresponds with the information on the attached PW21's 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

(b) Accruals

Ensure that the information on the spreadsheets correspond with the information on the attached invoices and PW21's.

(c) Credit Notes

Ensure that the information on the spreadsheets correspond with the information on the attached credit notes and PW21's.

ANNEXURE A6 LONG TERM VEHICLE RENTAL / FLEET REQUIREMENTS

BID Number HP24/007GS



DEPARTMENTAL PROCEDURES RELATING TO LONG TERM (FLEET) CAR RENTAL BOOKINGS

DPW requires Long-term (Fleet) car rentals bookings with the following requirements:

1. LONG-TERM (FLEET) RENTALS

1.1. Types of fleet vehicles

OFFICE	TYPE OF VEHICLES
Head Office (Pretoria) 256 Madiha Street Pretoria	1600cc sedans (manual) 1600cc sedans (automatic) 10 seater minibus 14 seater minibus LDV 4X2 S/C with canopy LDV 4X2 D/C with canopy LDV 4X4 D/C with canopy Panel Van 300 Series 915 LWB incl tipper body
Pretoria Regional Office AVN Building Pretoria	1600cc sedans (manual) 1600cc sedans (automatic) Small SUV 1800 cc (automatic) LDV one ton bakkie LDV two ton bakkie LDV half ton bakkie LDV 4X2 S/C without canopy LDV 4X2 S/C with canopy LDV 4X4 S/C without canopy LDV 4X4 S/C with canopy LDV 4X4 D/C with canopy Panel Van 14 seater minibus 10 seater minibus 300 Series 915 LWB incl tipper body NPR 400 F/C C/C incl drop side 300 Series 915 LWB incl aerial platform 300 Series 714 LWB C/C (AY3) incl aeri platform
Johannesburg Regional Office 78 Cnr De Beer & De Korte Street Braamfontein	1600cc sedans (manual) 1600cc sedans (Automatic) LDV 4X2 S/C with canopy LDV 4X2 D/C without canopy LDV 4X2 D/C with canopy LDV 4X4 S/C with canopy 14 seater minibus 10 seater minibus NPR 400 Crew CAB AMT incl van body

Mmabatho Regional Office 810 Albert Luthuli House Mmabatho	1600cc sedans (manual) 1600cc sedans (automatic) LDV 4X2 S/C without canopy LDV 4X2 D/C without canopy LDV 4X2 D/C with canopy 14 seater minibus
Nelspruit Regional Office 31 Brown Street Nelspruit	1600cc sedans (manual) LDV 4X2 S/C with canopy LDV 4X4 D/C with canopy
Polokwane Regional Office 78 Hans van Rensburg Street Polokwane	1600cc sedans (manual) LDV 4X2 S/C without canopy LDV 4X2 S/C with canopy LDV 4X4 D/C with canopy
Kimberley Regional Office Cnr Knight & Stead Streets Kimberley	1600cc sedans (manual) LDV 4X2 S/C with canopy LDV 4X4 D/C with canopy LDV 4X4 D/C without canopy
Bloemfontein Regional Office 14 Elizabeth Street Bloemfontein	1600cc sedans (manual) 1600cc sedans (automatic) LDV 4X2 S/C 10 seater minibus
Cape Town Regional Office Heerengracht Foreshore Cape Town	1600cc sedans (manual) 1600cc sedans (automatic) LDV 4X2 S/C with canopy/tow bar LDV 4X2 D/C without canopy LDV 4X2 D/C with canopy LDV 4X4 D/C without canopy LDV 4X4 D/C with canopy LDV 4X4 D/C with canopy/tow bar Panel Van Panel Van with 3 seats 14 seater minibus 9 seater minibus Panel Van with 3 seats 14 seater minibus 9 seater minibus 5 Ton Truck: 300 Series 915 LWB Chassis Picker 3 Ton Truck: 300 Series 714 SWB incl Van Body 5 Ton Truck: 300 Series 915 LWB incl dro Body 5 Ton Truck: 300 Series 915 LWB incl dro side tipper 3 Ton Truck: 300 Series 714 SWB incl dro side tipper 5 Ton Truck: 300 Series 915 LWB incl dro side tipper

Mthatha Regional Office 29 Sutherland Street Mthatha	1600cc sedans (manual) LDV 4X4 S/C with canopy LDV 4X4 D/C with canopy
Port Elizabeth Regional Office Hancock Street, North End Port Elizabeth	1600cc sedans (manual) LDV 4X2 S/C without canopy LDV 4X2 S/C with canopy
Durban Regional Office Cnr West and Aliwal Street Durban	1600cc sedans (manual) LDV 4X2 S/C with canopy LDV 4X2 D/C with canopy LDV 4X4 S/C with canopy LDV 4X4 D/C with canopy Panel Van NMR 250 Crew CAB incl cage body

2. The appointed TMC will be required to provide the following services. The services are inter alia as follows:

- a) Supply long term / fleet vehicles and equipment meeting the NDPW's requirements
- b) Maintain and service the vehicles
- c) Provide comprehensive insurance with no excess fee for the entire rental period
- d) Roadside assistance
- e) Petrol card / Toll fees (E-Tag)
- f) Vehicles tracking
- g) Redirection of Traffic fines

2.1. Estimated monthly utilization per vehicle per month to be:

Category of vehicle	Preferred color of fleet vehicles (Not compulsory)	Estimated kilometers per month per vehicle
Light 1600cc sedan – manual	White	2 500 km/month
Light 1600cc sedan – automatic	White	2 500 km/month
Light LDV Single Cab 4x2 without a canopy	White	2 500 km/month
Light LDV Single Cab 4x2 including a canopy	White	2 500 km/month
Light LDV Double Cab 4x2 without a canopy	White	2 500 km/month
Light LDV Double Cab 4x2 including a canopy	White	2 500 km/month
Light LDV Single Cab 4x4 without a canopy	White	2 500 km/month
Light LDV Single Cab 4x4 including a canopy	White	2 500 km/month
Light LDV Double Cab 4x4 without a canopy	White	2 500 km/month
Light LDV Double Cab 4x4 including a canopy	White	2 500 km/month
9 Seater Mini bus	White	2 500 km/month
10 Seater Mini bus	White	2 500 km/month

14 Seater Mini bus	White	2 500 km/month
16 Seater Mini bus	White	2 500 km/month
Panel Van	White	2 500 km/month
Panel Van with 3 seats	White	2 500 km/month
5 Ton Truck: 300 Series 915 LW	White	2 500 km/month
Cherry Picker		
5 Ton Truck: 300 Series 915 LWB incl drop side tipper	White	2 500 km/month
3 Ton Truck: 300 Series 714 SWB in Van Body	White	2 500 km/month
NMR 250 Crew CAB incl cage body	White	2 500 km/month
NPR 400 Crew CAB AMT incl van bod	White	2 500 km/month
300 Series 915 LWB incl aerial platform	White	2 500 km/month
300 Series 915 LWB incl tipper body	White	2 500 km/month
300 Series 714 LWB C/C (AY3) in aerial platform	White	2 500 km/month
NPR 400 F/C C/C incl drop side	White	2 500 km/month

Please note: 1) the actual travelling distance per month will vary from month to month.
 2) the above quantities are based on the current utilisation however may increase or decrease during the duration of the contract.

2.2. General Business and Administrative Requirements

2.2.1. The TMC is responsible for providing suitable competent and professional resources for all of the requirements;

a. Contact person for general enquiries

b. Contact person for financial enquiries

2.2.2. The TMC's resources shall be available during normal operating hours and after normal operating hours. An emergency after-hour support system must be available, seven (7) days a week, 365 days a year.

2.3. Supply of vehicles and equipment must meet the following additional requirements

Fixed rental costs on schedules over the specified rental period.

2.4. Rental of vehicles and equipment should include the following:

- Annual registrations
- License disks
- Provision of ad-hoc rentals should the need arise

2.5. Prices quoted for vehicles should include the costs of standard items

- Radio/CD
- Air Conditioning
- Air bags for sedans and LDVs
- Vehicle Tracking devices

2.6. The service provider will be responsible to provide the following services as a minimum in respect of rentals:

- a. Provision should be made for long term / fleet (more than a month) / ad-hoc rentals.
- b. The service provider has to provide services with a guaranteed availability of 24 hours a day, 7 days a week and 365 days a year.
- c. The price quoted should include comprehensive insurance for the entire rental period.
- d. The TMC is responsible for ensuring that vehicles are fitted with alarms, immobilizers, tracking units and/or any other electronic mechanisms to prevent and/or deter theft/losses.
- e. Vehicles must at all times be fully licensed and road worthy with the appropriate licensing authorities.

2.7. Full service and maintenance plan

2.7.1. NDPWI requires the following services in this regard:

- a. Comprehensive motor plan is required to cover service and maintenance of vehicles.
- b. Cashless services for drivers.
- c. Replace vehicles in the event of services or mechanical repairs taking longer than 48 hours to complete.
- d. Emergency after-hours provision.

2.7.2. The TMC must ensure that a motor plan is purchased for each vehicle prior to delivery. All vehicles have to be in good working order at all times and shall be service or repaired:

- a. In compliance with manufacturer's specification (OEM).
- b. As required from time to time.
- c. Users shall be informed in advance of service to allow for efficient planning.
- d. The motor plan should include, but not be limited to the replacement of batteries, brake pads, tyres etc.
- e. All services shall be carried out at authorized repair agents by technical personnel certified by the manufacturer.
- f. Only new original equipment manufacturer spare parts may be used (no pirate or second hand parts)
- g. Invoices in respect of services shall be retained and be produced on demand.
- h. On return the NDPWI shall inspect a vehicle and shall within 2 working days of return of the vehicle sign-off its satisfaction with the service, maintenance or repairs affected.
- i. In the event that the service does not produce the required results (recurring problems) the service provider shall provide at its cost a replacement / relief vehicle of equivalent nature until the original vehicle is available.

2.7.3. The TMC is responsible to provide all services required in the event of a breakdown, including:

- a. Vehicle towing and recovery within defined service levels

- 2.7.4. A temporary replacement / relief vehicle shall be provided for the remainder of the time or until such time as the original vehicle in question is returned in a fully functional and repaired state to the DPVU. The following services will not be allowed without prior authorization:
- a. Excess kilometre charges (where applicable)
 - b. Fuel card replacement
 - c. Fuel card provision for ad-hoc vehicles and top-up fuel for said vehicles
 - d. Duplicate licenses

2.8. Comprehensive Insurance

2.8.1. The TMC must ensure that all vehicles are fully and comprehensively insured at all times. The price quoted should include comprehensive insurance for the entire rental period with no excess.

2.8.2. The service should include:

- a. Accident Management
- b. Replacement / relief vehicles in the event of accidents (write-offs) or repairs taking longer than forty eight (48) hours to complete
- c. In the event of the write-off, the replacement vehicle should finish off the term of the write off vehicle
- d. Emergency after-hours provision
- e. Locksmith service
- f. Out of fuel service
- g. Jump start service

2.8.3. In respect of accident and breakdown it is expected of the service provider through the TMC to provide a proposal on how to deal with the drivers and official passengers that would be stranded.

2.8.4. In the following circumstance that an accident occurs, the service provider should provide the following:

- a. Vehicle towing and recovery within a defined service level
- b. The collection of stranded drivers and return to home or office as may be requested
- c. Provide replacement / relief vehicle to the driver for continuation of the business
- d. Arrange and manage vehicle repairs / replacements
- e. Arrange an manage the insurance claim process
- f. Manage claim recovery, where applicable
- g. Provide replacement / relief vehicle together with a fuel card should the repair work or replacement take longer than 48 hours
- h. Report the accident or events requiring medical emergency services to the relevant institutions

2.9. Fuel and tollgates

2.9.1. The TMC will be required to establish and manage a fuel system or similar facility allowing a cashless mechanism to drivers to purchase fuel, oil and cover all toll and e-toll charges.

2.9.2. The TMC will further be responsible for:

- a. Monthly reconciliations of all fuel costs per Cost Centre
- b. Providing support in obtaining evidence from service stations (video footage) and the bank (copies of vouchers and transaction reports) when the cards are misused
- c. Daily reporting on all exceptions
- d. All vehicles travelling on roads with toll gates that accept e-tags are fitted with the relevant e-tag

2.10. Vehicle tracking

2.10.1. Each vehicle must be equipped with a vehicle identification device. The proposal should include the proposed system and a roll-out plan thereof.

- a. The tracking device must log all the routes travelled by the vehicle against the driver
- b. The abuse of vehicles (driving behaviour etc.) must also be logged
- c. The data collected by the tracking device must be of such a standard that it can be used in court of law and shall remain the property of the DPWI or the TMC
- d. No data may be deleted
- e. The tracking data must be kept under the strictest security measures and the service provider must demonstrate how this would be achieved
- f. Tracking of drivers and vehicles actively on request or passively by viewing vehicle movements on a local map, and be notified in real-time of driving violations. Some of the benefits envisaged from reliable tracking system would include inter alia know who is driving the vehicle, and when, know where the vehicle is going, pre-define locations to minimize vehicle abuse, know as soon as exceptions occur in vehicles, be alerted in real time via SMS when vehicles enter user-defined no-go zones or other restricted locations and improve the safety of drivers and vehicles.
- g. The fitted tracking system should assist the DPWI in measuring and managing employee's performance in understanding when drivers start and stop trips, which will help to objectively record working and driving hours
- h. Track and trace stolen vehicles

2.11. Traffic fine management

2.11.1. The TMC is responsible for ensuring that:

Please note: All the data collected and compiled by the service provider is and will remain the property of the DPWI.

- a. Billing (age analysis) (separate from travel related services)
- b. Traffic fine infringements
- c. Vehicle tracker reports (mandatory per office)
- d. Accident reports
- e. Fuel / Toll fees reports
- f. Vehicle register
- g. Vehicle services
- h. Licenses due
- i. Afterhours and weekend usage
- j. Speeding and driver behaviour
- k. Utilization report

2.12.2.1 Monthly reports required

2.12.2. Customization and consolidation of management reports by cost centre, incorporating inter alia:

- a. All fleet information is accurate, complete and valid
- b. The system must be Web based
- c. Queries can be customized to allow management access to information in a format that is relevant and useful and supports decision making thereby allowing effective utilization of resources
- d. Audit trails will be retained for use as may be required
- e. Identified NDPWI employees must have access with unique identification to the management information system and must be able to download all data into Excel

2.12.1. The TMC is responsible for providing a management information system to enable and facilitate the efficient provision of services in a manner that supports the following goals:

2.12. A management information system accessible by the DPWI

- a. All offenders are identified and fines are redirected in the name of the offender
- b. The service provider has 15 days to forward the traffic fine to the Department from date of offence to ensure that all offences are redirected within the required time limit.
- c. All costs associated to redirect a fine to an offender will be for the offenders account, i.e. admin fee.