

**TERMS OF REFERENCE
PROCUREMENT OF TRAVEL MANAGEMENT SERVICES**

(APPOINTMENT OF THREE SERVICE PROVIDERS)

REQUEST FOR PROPOSALS / August 2022

SUMMARY	
Title	PROCUREMENT OF TRAVEL MANAGEMENT SERVICES
Reference	RFP: BZ /GF TRAVEL 014-2022
Description <i>(Summary for website - 100 words max)</i>	BEYOND ZERO seeks to appoint an experienced service provider(s) to supply Travel Management Services for a period of 12 months with an option to extend for an additional period of 12 months.
Submission by email only to	Tgf- procurement@beyondzero.org.za
Submission must include	<ol style="list-style-type: none"> 1. CIPC Registration Documents 2. Company profile 3. Valid B-BBEE certificate/Sworn Affidavit (<i>Failure on the part of a bidder to submit proof of BBBEE Status level of contributor/Valid Sworn Affidavit together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed</i>) 4. Valid Tax Compliance Letter/PIN 5. Valid Notice of VAT registration for all expenditure more than R1 million 6. Company's Bank Verification Letter 7. Latest Audited or Independently Reviewed Annual financial statements of the bidding entity. 8. Joint Venture Agreement or Consortium Agreement, signed and initialed on each page (If applicable). 9. The Travel Agency must be an accredited and valid member of IATA / ASATA and documentary proof must accompany the tender. 10. Affiliation with the South African Tourism Charter. 11. Signed Global Fund Code of Conduct for Suppliers of Services 12. Completed and Signed Declaration of Interest
Closing date	23 August 2022 @13H00.

1 | BACKGROUND

1.1 Beyond Zero (BZ) is one of four Principal Recipients (PRs) of funding support by the Global Fund for AIDS, TB, and Malaria (GFATM)) in South Africa to lead and provide strategic management, oversight, monitoring, and evaluation on the implementation of the GF grant for the period April 2022 until March 2025. BZ is implementing interventions that address the Acquired Immune Deficiency Syndrome (AIDS) and Tuberculosis epidemics in South Africa and focuses more specifically on the following modules:

- Prevention programs for Adolescent Girls and Young Women (AGYW), in and out of school.
- Comprehensive prevention programs for Men who have sex with other Men (MSM).
- Comprehensive prevention programs for Transgender (TG) people and
- Community response systems (CRS).

2 | SITUATION ANALYSIS

2.1 **BZ** currently has an internal travel desk to manage the travel needs of the organization and travel expense processes within the ~~ad~~ management lifecycle. The travel requisition process is currently a semi-automated process. The travel requisition is capture on the system which is approved on the system to generate a Request for services and are then forwarded to the **BZ** travel desk. The **BZ** travel desk captures the carries out the requests.

2.2 **BZ primary objective in issuing this RFP is to enter into agreement with a successful bidder(s) who will achieve the following:**

- 2.2.1 Provide **BZ** with the travel management services that are consistent and reliable and will maintain a high level of traveler satisfaction in line with the service levels.
- 2.2.2 Achieve significant cost savings and value for money for BZ without any degradation in the services.
- 2.2.3 Appropriately contain BZ's risk and traveler risk.

3 | SCOPE OF WORK

This Request for Proposals seeks to find an experienced service provider to supply travel management services to BZ.

3.1 The appointed service provider will be responsible for travel management arrangements for BZ this will include employees and contractors, consultants, and clients (not limited) where the agreement is that responsible for the arrangement and cost of travel.

3.2 The scope of work for the required service will require the appointed service provider to arrange, book and supply *inter alia* any of the following services:

- Air Travel,
- Hotel Accommodation,
- Car Hire Services

- Visa Services, and Foreign Exchange and travel insurance services

3.3 Familiarization with current **BZ** travel business processes

3.4 Familiarisation with current travel suppliers and negotiated agreements that are in place between BZ and third parties. Assist with further negotiations for better deals with travel service providers

3.5 Penalties incurred because of the inefficiency or fault of a travel consultant will be for the Travel Management Company (TMC) account, subject to the outcome of a formal dispute process

3.6 Manage the third-party service providers by addressing service failures and complaints against these service providers.

3.7 Consolidate all invoices from travel suppliers.

3.8 Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.

4 | SPECIFICATIONS OF SERVICE

The Travel Management Company will:

- 4.1 Receive travel requests from travelers and/or travel bookers, respond with quotations (confirmations) and availability. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send it the travel booker and traveler via the agreed communication medium always endeavor to make the most cost-effective travel arrangements based on the request from the traveler and/or travel booker.
- 4.2 Apprise themselves of all travel requirements for destinations to which travelers will be travelling and advise the traveler of alternative plans that are more cost effective and more convenient where necessary.
- 4.3 Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits. (Where applicable, approval must be sort, for less than 3 quotations)
- 4.4 Book the negotiated discounted fares and rates where possible, must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flights schedules prior to or during the traveler's official trip.
- 4.5 When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
- 4.6 Respond timely and process all queries, requests, changes, and cancellations timeously and accurately.
- 4.7 **Must be able to facilitate group bookings (e.g., for meetings, conferences, events, etc.)**
 - 4.7.1 Must issue all necessary travel documents, itineraries, and vouchers timeously to traveler(s) prior to departure dates and times.
- 4.8 Note that, unless otherwise stated, all cases include domestic regional travel bookings.
- 4.9 Negotiated airline fares, accommodation establishment rates, car rental rates, etc., that are negotiated directly or established by BZ are non-commissionable, where commissions are earned for BZ bookings all these commissions should be returned to BZ on a quarterly basis.
- 4.10 Assist in the arrangement of foreign currency and the issuing of travel insurance for international trips where required.

- 4.11 Ensure confidentiality in respect of all travel arrangements and concerning all persons requested by BZ.
- 4.12 Timeous submission of proof that services have been satisfactorily delivered (invoices) as per BZ's instructions.

AIR TRAVEL

- 4.13 The TMC must be able to book full-service carriers as well as low-cost carriers.
- 4.14 The TMC will book the most cost-effective airfares possible for domestic travel the airline which provides the most **cost-effective and practical routings** may be used.
- 4.15 The TMC should obtain three or more price comparisons **where applicable** to present the most cost effective and practical routing to the Traveler.
- 4.16 The airline ticket should include the applicable airline agreement number as well as the individual loyalty program number of the Traveler (if applicable).
- 4.17 The TMC should be able to assist with lounge access when required.
- 4.18 Airline tickets must be delivered electronically (SMS and/or email format/or any other application or platform) to the traveler(s) and travel bookers promptly after booking before the departure times.
- 4.19 The TMC will be responsible for the tracking and management of unused e-tickets as per agreement with the institution and provide a report on refund management once a quarter.
- 4.20 The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fairs where applicable.
- 4.21 Ensure that travelers are always informed of any travel news regarding airlines (like baggage and checking in arrangements, etc.)
- 4.22 **The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the travel policy of BZ**
- 4.23 Book parking facilities at the airports where required for the duration of the travel.
- 4.24 Visa/passports/Forex applications will be the responsibility of the TMC; however, the relevant information must be supplied to the traveler(s) where visas will be required.

ACCOMMODATION

- 4.25 The TMC will obtain price comparisons within the maximum allowable rate as per the BZ travel policy.
- 4.26 The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the venue or office or location or destination of the traveler. *(Where applicable or seek approval where less than 3 quotations are obtained)*
- 4.27 This includes planning, booking, confirming, and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with **BZ's** travel policy.
- 4.28 The TMC will obtain three price comparisons from accommodation establishments that provide the best available rate within the maximum allowable rate and that is located as close as possible to the

venue or office or location or destination of the traveler

- 4.29 This includes planning, booking, confirming corporate rates.
- 4.30 Should there be no rate agreement in place in the destination, or should the contracted establishment be unable to accommodate the traveler, the TMC will source suitable accommodation bearing in mind the requirement of convenience for the traveler and Conformation with acceptable costs, or as stipulated in written directives issued from time to time by BZ
- 4.31 Accommodation vouchers must be issued to all **BZ** travelers for accommodation bookings and must be invoiced to **BZ** as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.
- 4.32 The TMC must during their report period provide proof, where applicable, that accommodation rates were booked within the maximum allowable rates as per the BZ Travel Policy
- 4.33 **Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.**

CAR RENTAL AND SHUTTLE SERVICES

- 4.34 The TMC will book the approved category vehicle in accordance with the **BZ** Travel Policy with the appointed car rental service provider from the closest rental location (airport, hotel and ~~and~~). ***(Any penalties in the form of the travel fines must sent separately clearly indicating the individual driver to be billed)***
- 4.35 The travel consultant should advise the traveler on the best time and location for collection and return considering the traveler's specific requirements.
- 4.36 The TMC must ensure that relevant information is shared with travelers regarding rental vehicles, like e-tolls, refueling Petrol Cards, keys, rental agreements, damages, and accidents, etc.
- 4.37 The TMC will book transfers in line with the **BZ** Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services etc.
- 4.38 The TMC should manage shuttle companies on behalf of the **BZ** and ensure compliance with minimum standards. The TMC should also assist in negotiating better rates with relevant shuttle companies.
- 4.39 The TMC must during their report period provide proof that negotiated rates were booked, where applicable.
- 4.40 Beyond Zero will not be held liable in case of accidents.

AFTER HOURS AND EMERGENCY SERVICES

- 4.41 **The TMC must provide a consultant or team of consultants to assist travelers with after hours and emergency reservations and changes to travel plans.**
- 4.42 A dedicated consultant/s must be available to assist VIP/Executive travelers with after hour or emergency assistance.
- 4.43 After hours' services must be provided from Monday to Friday outside the official hours (17h00 to 8h30) and twenty-four (24) hours on weekends and Public Holidays.
- 4.44 A call centre facility or after hours contact number (SMS and/or email format/or any other applications or platform) should be available to all travelers so that when required, unexpected

changes to travel plans can be made and emergency bookings attended to.

- 4.45 The TMC must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.

COMMUNICATION

- 4.46 The TMC may be requested to conduct workshops and training sessions for Travel Bookers of BZ with +/- 150 employees. (Must be included in the total cost for the duration of the contract – as and when required)
- 4.47 All enquiries must be investigated, and prompt feedback be provided in accordance with the Service Level Agreement.
- 4.48 The TMC must ensure sound communication with all stakeholders. Link the business traveler, travel coordinator, travel management company in one smooth continuous workflow.

FINANCIAL MANAGEMENT

- 4.49 The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to **BZ** for payment within the agreed time.
- 4.50 Enable savings on total annual travel expenditure and this must be reported, and proof provided during monthly and quarterly reviews.
- 4.51 The TMC will be required to offer a 30-day bill-back account facility to institutions. 'Bill back', refers to the supplier sending the bill back to the TMC, who, in turn, invoices **BZ** for the services rendered.

CONSOLIDATE TRAVEL SUPPLIER BILL-BACK INVOICES.

- 4.52 The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to BZ's Financial Department on the agreed time (e.g., Monthly, or weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
- 4.53 Ensure Travel Supplier accounts are settled timeously.

ACCOUNT MANAGEMENT

- 4.54 The TMC must appoint a dedicated Account Manager that is ultimately responsible for the management of the BZ account act as a liaison for handling all matters about delivery of services in terms of the contract
- 4.55 The necessary processes should be implemented to ensure good quality management and always ensuring Traveler satisfaction.

TECHNOLOGY, MANAGEMENT AND REPORTING

- 4.56 The TMC must have capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools
- 4.57 The implementation of an online booking tool to facilitate domestic bookings should be considered to optimize the service-related fees
- 4.58 All management information and data input must be accurate

- 4.59 Quarterly and annual reviews are required to be presented by the TMC on all BZ travel activities. These reviews are comprehensive and presented to BZ SCM and Finance teams as part of the performance management reviews.
- 4.60 Reports must be accurate and be provided as per BZ specific requirements at the agreed time. Information must be available on a transactional level that reflect details including the name of the traveler, date of travel, spend category (e.g., air travel, shuttle, accommodation etc.)
- 4.61 BZ may request the TMC to provide additional management reports.
- 4.62 Reports must be available in an electronic format e.g., Microsoft excel.

5 | EVALUATION CRITERIA

Evaluation Criteria for Proposals

The evaluation of proposals will be managed by an evaluation committee which will prepare a shortlist of applicants that meet the threshold for appointment. BZ will use the shortlist drawn by the evaluation committee to recommend applicant(s) to be appointed.

The evaluation process will be conducted according to the following stages:

- Stage 1: Assessment of administrative compliance with pre-qualification/eligibility criteria. Applications that do not comply will not be evaluated further.
- Stage 2: Assessment on specification of services competency focusing on the ability to fulfil the required scope of work. Applicants need to achieve a score of at least 70 out of 100 points of the specification of services competency requirements to progress further. Selection will be done by a PR
- Stage 3: On-site visit to service provider(s) to confirm the physical presence and compliance with the TOR. With a Capacity Tool Assessment.
- ***Bidders who fail to comply with the requirements in Stage 1 will not be evaluated further in Stages 2. Only Bidders who score a minimum of 70 points will be evaluated further for Price and BBEE.***

For applicants that satisfy the administrative requirements, the weighting of the overall specification of services competence score is as follows:

Table 2: Evaluation Stages

CRITERIA	WEIGHT	SUB-CRITERIA	POINTS
Stage 1			
ELIGIBILITY		Company profile	Pass/Fail
		Valid B-BBEE certificate/ Sworn Affidavit (<i>Failure on the part of a bidder to submit proof of BBEE Status level of contributor/Valid Sworn Affidavit together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed</i>)	
		Valid SARS Tax Compliance Letter/PIN	
		Valid Notice of VAT registration for all expenditure more than R1 million	
		Company's Bank Verification Letter	

		Latest Audited or Independently Reviewed Annual financial statements of the bidding entity	
		Joint Venture Agreement or Consortium Agreement, signed and initialed on each page (IF APPLICABLE)	
		The Travel Agency must be an accredited and valid member of IATA / ASATA and documentary proof must accompany the tender.	
		Affiliation with the South African Tourism Chartered.	
		Signed Global Fund Code of Conduct for Suppliers of Services	
		Completed and Signed Declaration of Interest	
Stage 2			
Weighted Evaluation	100		
		Company Experience	25
		Reference Letters	25
		Methodology to process requests	25
		Technology, Management Information and Reporting	15
		Account Management and Customer Satisfaction procedure	10
Stage 3			
PRICE	80	Pricing	80
B-BBEE LEVEL	20	B-BBEE Status Level Certificate	20
GRAND TOTAL			100

DETAILED EVALUATION CRITERIA

Only bidders who score 70 points or more in stage 2 will be evaluated further in stage 3 and therefore eligible for the award.

Table 3: Functionality Evaluation

Criteria	Description	Weightings
Company Experience	<p>Bidder must demonstrate previous experience by providing certified copies of appointment letters from previous and/or current clients conducting the services of being a travel agency for the past five (5) years</p> <ul style="list-style-type: none"> • Certified proof of five (5) appointment letters attached = 25 points • Certified proof of four (4) appointment letters attached = 20 points • Certified proof of three (3) appointment letters attached = 15 points • Certified Proof of two (2) appointment letters attached = 10 points • Certified Proof of one (1) appointment letter attached = 5 points • No appointment letter attached = 0 points 	25

Criteria	Description	Weightings
Reference letters	<p>Reference letters must not be older than five (5) years, must be on the letterhead of the previously serviced clients and should at least reflect name of the clients, title of the related work conducted, contactable reference name and contact number and signed by the appropriate delegate.</p> <ul style="list-style-type: none"> • Five (5) Reference letters attached = 25 points • Four (4) Reference letters attached = 20 points • Three (3) Reference letters attached = 15 points • Two (2) Reference letters attached = 10 points • One (1) Reference letters attached = 5 points • No reference letters attached = 0 points 	25
Methodology	<p>Bidder must provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider (BZ) to ensure a smooth transition.</p> <ul style="list-style-type: none"> • Description of your reservations processes, group bookings, afterhours, and emergency services in detail, including applicable turnaround times. • Description of your communication process where the traveller, travel co-ordinator/booker and travel management company will be linked in one smooth continuous workflow and how you will ensure that travel bookers are informed of the travel booking processes, including applicable turnaround times. • An overview of your back-office processes, describe roles and responsibilities of assigned staff and provide the staff structure for this account, including applicable turnaround times. <p>The bidder must attach a detailed methodology as to how they will respond to the request from the client for services to be rendered and the response time to process the requests as well as attending to queries from the client including reports and reconciliation method to be applied.</p> <p>Excellent: Satisfies the requirements The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full = 25points</p> <p>Good: Satisfies the requirements. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled = 20 points</p> <p>Acceptable: Satisfies the requirement. The response shows an acceptable level of understanding of the requirement and provides some satisfactory level of details on how the requirements will be fulfilled = 15 points</p>	25

Criteria	Description	Weightings
	<p>Minor Reservations: Satisfies the requirement with minor reservations. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas = 10 points</p> <p>Serious Reservations: Satisfies the requirement with serious reservations. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled = 5 points</p> <p>Unacceptable: Does not meet the requirement. Does not comply and/or insufficient information provided = 0 points</p>	
<p>Technology, Management Information and Reporting</p>	<p>Bidder must provide methodology with the following details:</p> <ul style="list-style-type: none"> • The proposed booking system which includes access, user rights, approval workflows (integration with the BZ) approval levels, allowance for accounting and reporting as and when required. • Bidder must describe how BZ travel consultant/ users’ access and book web airfares, and hotel web rates. • Bidder must describe how you will manage data and management information (in compliance with the POPI Act 4 of 2014) such as traveler profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveler behaviour, and transaction level data. • Bidder must provide actual examples of standard reports currently have available and examples of customised reports and dashboards. • Bidder must provide monthly reporting requirement as prescribed by BZ. <p>Excellent: Satisfies the requirements The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full = 15 points</p> <p>Good: Satisfies the requirements. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled = 12 points</p> <p>Acceptable: Satisfies the requirement. The response shows an acceptable level of understanding of the requirement and provides some satisfactory level of details on how the requirements will be fulfilled = 9 points</p> <p>Minor Reservations: Satisfies the requirement with minor reservations. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas = 6 points</p> <p>Serious Reservations: Satisfies the requirement with serious reservations. The response addresses some elements of the</p>	<p>15</p>

Criteria	Description	Weightings
	<p>requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled = 3 points</p> <p>Unacceptable: Does not meet the requirement. Does not comply and/or insufficient information provided = 0 points</p>	
<p>Account Management and Customer Satisfaction procedure</p>	<ul style="list-style-type: none"> • Bidder must provide the proposed Account Management structure / organogram. • Bidder must describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service. • Bidder must provide describe how queries, requests, changes and cancellations will be handled. • Bidder must detail mitigation and issue resolution process and a detailed response indicating performance standards with respect to resolving service issues as well as Bidder must detail how the service levels are managed including customer satisfaction surveys – and provide an example of a customer satisfaction survey. • Bidder must indicate what workshops/training will be provided to Travel consultant and Travel Bookers of BZ. <p>Excellent: Satisfies the requirements The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full = 10 points</p> <p>Good: Satisfies the requirements. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled = 8 points</p> <p>Acceptable: Satisfies the requirement. The response shows an acceptable level of understanding of the requirement and provides some satisfactory level of details on how the requirements will be fulfilled = 6 points</p> <p>Minor Reservations: Satisfies the requirement with minor reservations. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas = 4 points</p> <p>Serious Reservations: Satisfies the requirement with serious reservations. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled = 2 points</p> <p>Unacceptable: Does not meet the requirement. Does not comply and/or insufficient information provided = 0 points</p>	<p>10</p>
<p>Total</p>		<p>100</p>

Additional information linked to awards are listed below:

- BZ reserves the right to request the applicant to meet with us to clarify the proposal.
- BZ is not bound to accept the proposal.
- BZ may, entirely at its discretion, decide to –
 - award contracts to different organizations for different sections of the scope of work.
 - delay the award contracts for certain sections of the scope of work (considering, inter alia, timing of funding availability)
 - subject the award of contracts to specific conditions as BZ may determine at the stage of awarding the contract.

Bids must be submitted to tgf-procurement@beyondzero.org.za **NOT LATER than 13H00 on the 23 August 2022 using the reference number BZ /GF TRAVEL 014-2022**

PLEASE NOTE: No telephonic queries will be entertained by any BZ staff member. Written questions must be emailed to procurementquestions@beyondzero.org.za. with the tender reference in the subject line. Questions may be submitted until **16h00 on the 16 August 2022**.