NKANGALA ECONOMIC DEVELOPMENT AGENCY

APPOINTMENT OF PROFESSIONAL AGENCIES FOR TRAVEL AND ACCOMMODATION SERVICES FOR NKANGALA ECONOMIC DEVELOPMENT AGENCY FOR A PERIOD OF THREE (3) YEARS (AS AND WHEN REQUIRED) RE-ADVERT

SCOPE OF WORK

Part C3: Scope of Work

C3 Scope of Work

1. Scope of Work

1.1 The appointed Travel Management Company/ Agency will be required to always assist Nkangala Economic Development Agency officials concerning travel arrangements. Each travel requirement must be dealt with in the most applicable cost effective manner, within Nkangala Economic Development Agency's Travel Policy and Procedure.

1.2 Nkangala Economic Development Agency further reserves the right to accept more than one contractor if deemed necessary.

1.3

2. Overall requirements

Nkangala Economic Development Agency travel requirements for domestic and/or international travel shall be in line with the organization's policy. Amongst other things, the following must be considered:

2.1 Reservation and Ticketing

2.1.1 Travel Management Company/Agency must make sure for every travel request; a quotation should be submitted first before any approval of such a request. every duly approved Nkangala Economic Development Agency Travel request, the Travel Management Company/Agency shall immediately prepare appropriate arrangements and forward confirmations via sms/email to the traveller and requestor.

2.1.2 In the event that the travel arrangements cannot be confirmed, Travel Management Company/Agency shall notify Nkangala Economic Development Agency of the problem and present three (3) alternative routings/quotations for consideration.

2.1.3 For wait-listed bookings, Travel Management Company/Agency shall provide regular feedback to the traveller on status of flights.

2.1.4 Travel Management Company/ Agency shall promptly issue accurate e-tickets confirmations and detailed itineraries or sms (in printed and electronic format) showing the accurate status of the airline, car hire and hotel reservations on all segments of the journey; and shall keep abreast of carrier schedule changes, as well as all other alterations and new change (s) in flight, schedules prior to or during the traveller's official trip. When necessary, e-tickets and billing shall be modified or issued to reflect these change.

2.1.5 Travel Management Company/Agency shall accurately advice Nkangala Economic Development Agency of e-ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.

2.1.6 Travel Management Company/Agency to advice that all travelling staff has all required travel documents for their journeys before departure (e.g. passport, Identity Documentation, immunization, weather issues, health risks, etc.)

2.1.7 Travel Management Company/Agency must be reputable and be ASATA, IATA, and ABTA affiliated/Accredited.

2.2 Vehicle Rental

2.2.1 Booking vehicles with or without the services of a driver through Nkangala Economic Development Agency preferred car rental companies and amending any confirmed bookings if necessary.

2.2.2 If an accident, traffic fine, damage or theft occurs, the matte should be reported to Nkangala Economic Development Agency for further internal procedures to be exercised.

2.3 Accommodation, Conference and Workshops

2.3.1 The travel Management Company/Agency shall upon request, facilitate the arrangement of venues for conferences, meeting seminars and training workshops.

2.3.2 The Travel Management Company/agency to negotiate on behalf of Nkangala Economic Development Agency, to the maximum extent, possible discount rates, including net rates, for hotel accommodations applicable specifically to reservations for Nkangala Economic Development Agency.

2.3.3 The Travel Management Company/Agency shall, ensure that all agreed upon conditions by the hotel or the establishment where Nkangala Economic Development Agency event is to take place are being met.

2.3.4 The Travel Management Company/Agency will ensure that any other services such as registration of participants, additional equipment's, assistants, ancillary staff and transportation of participants will be satisfactorily provided.

2.3.5 Travel Management Company/Agency to supply Nkangala Economic Development Agency with 3 quotations or more for all conference requirements

2.3.6 Nkangala Economic Development Agency reserves the right when necessary to approach conference venues direct to leverage better prices.

3. Support Services

In respect of support services Nkangala Economic Development Agency requirements are as follows:

3.1 Delivery Services

All air tickets and travel documentation will be timeously delivered to the tasking official, his or her nominee or the pint of delivery/collection, by branch offices or agencies situated inside or outside South Africa. Only in exceptional cases and as a mutually agreed between the Travel Management Company/Agency and Nkangala Economic Development Agency, may air tickets and travel documentation be collected by officials or nominees of Nkangala Economic Development Agency from the travel management company/agency or designated collection point.

3.2 Competency and expertise requirements

3.2.1 The travel Management Company/Agency shall assign adequate personnel to service satisfactorily the volume of work and to fulfil its obligations under the contract with Nkangala Economic Development Agency. The Travel Management Company/Agency shall assign the relevant personnel according to their technical know-how and reliability.

3.2.2 The travel management company/agency shall assign a representative experienced in providing corporate travel services to oversee the travel management services provided to Nkangala Economic Development Agency. The Travel Management Company/Agency shall assign the relevant personnel according to their technical know-how and reliability.

3.2.3 The Travel Management Company's employees shall perform their functions in a highly efficient and professional manner.

3.2.4 The Travel Management Company/Agency shall have adequate capacity to handle Nkangala Economic Development Agency travel requirements professionally.

3.3 The following requirement are must:

3.3.1 Accredited ASATA, IATA, and ABTA Travel Management Company.
3.3.2 Maintains a good track record in serving interactional organizations, embassies and multinational corporations; list of corporate clients should be provided.
3.3.3 Employs competent and experienced travel consultants, especially in international fares and ticketing, as track record.
3.3.4 Maintains facilities of CRS (Central Reservations Systems), basic capable of deploying motorized messenger (s).
3.3.5 Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this TOR (terms of reference).

3.4 24 Hour Service

3.4.1 Personnel from the Travel Management Company must be available on a 24-hour basis, so that as and when required, unexpected changes to a travel plan can be made and attend to emergency bookings.

3.5 Policy

3.5.1 Once a tender has been awarded, Nkangala Economic Development Agency will provide the Travel Management Company with a copy of travel policy and procedures, and may have meetings to communicate processes is any changes arise.

3.6 Additional Services

3.6.1 The Travel Management Company must also assist wherever possible with the booking and payment of bus fares, arrangements where special assistance is required, traveller's cheques, excess baggage, meals etc.

3.7 General Requirements

3.7.1 The following general requirements exit:

3.8 Management Reports

Management reports on detailed expenses per completed month for all transactions processed per account, the number of changes made, all savings achieved and credits due as well as exception reports must be submitted on or before the 7th day of the following month (This will include weekly reports to be available every Tuesday of the following week). The submission of the management reports are to be as follows:

Air Travel

1. Date of Travel
2. Passenger's particulars
3. Airline Used
4. Cost relating to airport Taxed or excess luggage
5. Cost of air travel
6. Amount saved as in relation to most expensive standard tariff specific class of travel.
7. Percentage saving in relation to most expensive standard tariff in specific class of travel.
8. Total Amount spent per airline used for the specific month.
9. Total Amount saved for the specific month.
10. Total Accumulative amount saved for the specific year.
11. Total percentage of saving for the specific year.

Accommodation

1. Date and period of an accommodation.
2. Name of delegate.
3. Cost of accommodation.
4. Amount saved in relation to most expensive standard tariff specific class of accommodation.
5. Percentage saving in relation to most expensive standard tariff in specific class of accommodation.
6. Total amount spent per service provider used for the specific month.
7. Total amount saved for the specific month
8. Total accumulative amount spent per service provider used for the specific financial year.
9. Total accumulative amount saved for the specific year
10. Total percentage of saving for the specific year.

Vehicle/Car Rental

1. Date and period of travel
2. Driver Details-including all co-driver is so booked.
3. Service Provider used.
4. Total Distance.KM used and costs incurred.
5. Amount saved as in relation to most expensive standard tariff specific class of vehicle.
6. Percentage saving in relation to most expensive standard tariff in specific class of vehicle.
7. Total amount spent per service provider used for the specific month.
8. Total amount saved for the specific month.
9. Total Accumulative amount saved for the specific year.
10. Total percentage of saving for the specific year.

3.8.1.1 Refunds.

The Travel Management Company shall process for refund on all returned airline tickets for official travel within seven days. A credit card refund notice shall be processed by the Travel Management Company on a monthly basis, by the 7th of every month.

3.8.1.2 Tariff/Discount Adjustments.

Notices of imminent tariff adjustments, especially in respect of air travels must be made available and distributed within the organization vial email. The travel management company will be responsible for ensuring continuous negotiations to ensure lower tariffs or higher discount.

3.8.1.3 Traveller's Profiles.

The Travel Management Company shall maintain computerized profiles of all travellers, as designated or defined from time to time by Nkangala Economic Development Agency, setting forth the travellers preferences regarding airlines, hotels, seating and meal requirements, and passport and such other information as is useful to facilitate such travellers travel arrangements. Traveller's profile should not supersede the Travel Policy.

3.8.1.4 Saving Targets

The Travel Management Company must demonstrate by way of history with current clients the saving targets they will achieve for Nkangala Economic Development Agency.

3.7.1.5 Negotiating on behalf of Nkangala Economic Development Agency, corporate discounts with airlines, on accumulated expenditure for air travels with all available airline companies.