



THE NATIONAL CREDIT REGULATOR

JULY 2015

**TERMS OF REFERENCE (TOR)
SERVICE PROVIDER TO AUTOMATE
AN IN-HOUSE ONLINE TRAVEL
BOOKING AND PAYMENT SYSTEM**

RFP NUMBER: NCR305/07/15

DUE DATE: 04 SEPTEMBER 2015 @ 11H00

GENERAL TERMS OF CONDITIONS

1. General Information for Bidders

The National Credit Regulator (NCR) was established in terms of Section 12 (1) of the National Credit Act (Act 34 of 2005) and came into being on 1 June 2006.

The NCR will determine which bidding organisation (“bid participant”), if any, is appointed in response to this request for submission of a service provider to automate an in-house online travel booking and payment system.

1.1 General Terms

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2001 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (see Section 1.5 below and Annexure B.1). Please read this document carefully prior to submitting your proposal.

1.2 The Proposal Format

1.2.1 Economy of proposal preparation

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant’s ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to, and provided for, in a file of Annexure.

1.2.2 Validity of proposals

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids. Refer to the quarters in the terms of reference (TOR).

1.2.3 Number of proposals

Each bid participant must provide **Three (3)** hard copies and **1 CD** of their entire proposal, including all the documentation referred to in 1.5 below, in the format specified in that section. All submitted proposals will become the property of the NCR, and will not be returned. Receipt of all proposals will be recorded in a register at the point of receipt. One copy of the proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

1.3 Submission of proposals

1.3.1 Proposals must reach the offices of the NCR before 11:00 on 4 September 2015, and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside:

(a) RFP NO: NCR305/07/15

(b) A SERVICE PROVIDER TO AUTOMATE AN IN-HOUSE ONLINE TRAVEL BOOKING AND PAYMENT SYSTEM

(c) COMPULSORY BRIEFING SESSION DATE: ...31 JULY 2015 @ 10H00

(d) CLOSING DATE: 4TH SEPTEMBER 2015 @ 11H00

Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15th Road, Randjiespark, Halfway House, Midrand. The tender box will **only** be available for the depositing of proposals between 08h00 and 16h30 on weekdays (excluding public holidays).

1.3.2 Please note that this RFP closes punctually at 11h00 on 4th September 2015. No late submissions will be considered under any circumstances.

1.3.3 **All** the documentation referred to in Section 1.5 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.

1.3.4 If responses are not delivered as stipulated in this Section 1.3, such responses will be considered **“late”**, and will not be considered for evaluation.

1.3.5 The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.

- 1.3.6** Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 1.3.7** The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 1.3.8** Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 1.3.9** After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Adjudication Committee. A minimum of 2 days' notice will be given to relevant participants in advance of the presentation date.

1.4 Timetable

Date	Activity
24-07-15	Issue tender document
31-07-15	Compulsory briefing session
07-08-15	Response to all questions in writing
04-09-15	Closing date
08-09-15	Evaluations – functionality criteria
09-08-15	Consolidation of scores
10-09-15	Verification of scores
14-09-15	Presentations from the shortlisted candidates if clarity is required
15-09-15	Consolidation of scores
16-09-15	Verification of scores
23-09-15	Adjudications by the Adjudication Committee
25-09-15	Appointment of a supplier

The National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

1.5 Documentation to be submitted

Please Note

All of the documentation described below must be submitted, with no omissions whatsoever. Where a particular form or format of documentation is stipulated, this is the **only** form or format in which these documents must be submitted. Failure to adhere to these requirements may result in the rejection of the entire submission.

All of the documentation referred to below (in Parts One – Ten) must be submitted. For ease of reference and to facilitate the evaluation process, you are requested to clearly mark each part of the submitted documentation as it is referred to below.

Part One – Proposal drafted in response to Terms of Reference

Section 2 of this document below, contains the terms of reference (TOR) for the above mentioned tender. Bid participants are required to draft a proposal that will clearly indicate to the Evaluation Committee how they will fulfil the requirements as set out in the TOR.

Bid participants should include the following information when drafting their proposals:

- Proposals should make clear the relevant skills, experience and capacity of the participant, in respect of this particular TOR. This is an important evaluation criterion. Bid participants should ensure that their proposals focus on how they will address the requirements of this TOR, rather than on achievements.
- Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR.
- Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR.

Part Two – Pricing Proposal

Please see Annexure A – SBD 3.1 (Pricing Schedule – Firm Prices). **DO NOT RETYPE THESE FORMS**. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected. Additional information may be added on a separate page if necessary.

The total price that the participant will charge to deliver services in accordance with the TOR must be clearly indicated. The pricing proposal should contain sufficient information to allow the Evaluation Committee to estimate the cost of the service, to a high degree of accuracy.

Please note that a financial proposal must be submitted in a **separate sealed envelope** together with your submission. The financial Proposal will be opened once all technical proposals have been evaluated. This appointment will be made in line with QBS.

All prices provided must be inclusive of Value-Added Tax (VAT).

Please note that the prices contained in the pricing proposal are the only charges that may be levied if the participant's proposal is successful, unless explicitly agreed to in writing by the National Credit Regulator, and in terms of the General Conditions of Contract.

Part Three – General Conditions and Procedures of the NCR

See Annexure B. Bid participants must indicate clearly that they have read this document, and have no objections to being bound by its contents. Where any provisions of the General Conditions and Procedures conflict with this General Information for Bidders and/or Terms of Reference, the latter will take precedence over the General Conditions of Contract.

Part Four – Contract Form: Rendering of Services

See Annexure C - This will only be completed by the successful bidder once a selection has been made by NCR. Participants do not, therefore, need to complete this form at the bidding stage but their proposals must clearly indicate that they have read this form, and have no objections to signing it as is, if selected as the successful participant.

Part Five – Tax Clearance Certificate

See Annexure D - Please complete form SBD 2. **DO NOT RETYPE THESE FORMS.** They must be completed on the original and signed, all in black ink. Failure to submit a valid, original tax clearance certificate issued by SARS will result in a proposal being rejected.

Please note that the Tax Clearance Certificate submitted must be valid for at least one month after the closing date of the tender.

Part Six – Preference Points Claim Form

See Annexure E – form SBD 6.1. Bid participants must complete Sections 8 and 9 in full. **DO NOT RETYPE THESE FORMS.** They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

Part Seven – Declaration of Interest

See Annexure F – form SBD 4. **DO NOT RETYPE THESE FORMS.** They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

Part Eight – Declaration of past Supply Chain Management Practices

See Annexure G – form **SBD 8. DO NOT RETYPE THESE FORMS.** They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

Part Nine – Non-Disclosure Agreement

See Annexure H – Non-Disclosure Agreement. Participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is.

Part Ten—Certificate of Independent Bid Determination

See Annexure I – Certificate of Independent Bid Determination Participants. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

Please note that a BBEE certificate must also be attached to the bid documents. None submission will result in zero scoring in this competitive bidding process

1.6 Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on B-BBEE codes system, allocated as indicated in the table below.

B-BBEE status level of contributor	Number of points	Price
1	20	80
2	18	
3	16	
4	12	
5	8	
6	6	
7	4	
8	2	
Non-compliant contributor	0	
Total maximum points	20	80

Functionality will be evaluated in terms of section 14

Description

- Proposals should make clear the relevant **skills, experience and capacity** of the participant, in respect of this particular TOR
- Proposals must contain the details of the **proposed approach** to be adopted in order to deliver the service in accordance with the TOR
- Proposals should clearly indicate whether or not bid participants have the **internal capacity** to meet the requirements of the TOR

1.7 Conflict of interest

Service providers are required to provide services that are professional, objective and impartial. Service providers must ensure that there is no conflict of interest between existing assignments, obligations and responsibilities to other clients and the services set out in the TOR. In the event of any uncertainty in this regard, full disclosure in the submitted proposal should be considered. Non-disclosure of a conflict of interest may be grounds for termination of any contract.

1.8 Confidentiality agreement

The successful service provider may have access to confidential data or information. The appointment of a successful bidder is subject to that bidder agreeing to the contents of, and signing, the NCR's standard Non-Disclosure Agreement.

1.9 Contact details

This no-contact policy does not apply to any information deemed to be in the public domain, or which is readily available from organs of State, which are repositories of such information.

All communications and enquiries/requests for clarification relating to this proposal should be directed to procurement@ncr.org.za

TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO AUTOMATE AN INHOUSE ONLINE TRAVEL BOOKING AND PAYMENT SYSTEM

2. PURPOSE

To appoint a Successful bidder to automate the travel management and payment processes for the NCR for a period of five years.

3. INTRODUCTION AND BACKGROUND

The NCR would like to embark on an in-house online travel booking and payment system which shall entail the following:

- 3.1.1** The travel booker (travelling coordinator) shall be able to obtain quotations directly from successful bidders via the online system.
- 3.1.2** Approval for the requested travel booking shall be obtained online from the relevant managers concerned. The normal route of having to complete forms and wait for the manager to sign shall be eliminated. Managers can approve travel from wherever they are.
- 3.1.3** Once approval is granted, flights are paid directly by the system and flight tickets are immediately issued. Car hire, hotel accommodation and shuttles are paid online after the receipt of the invoice.
- 3.1.4** Missed savings for a particular travel request shall be flagged by the system, especially when travellers have to deviate from the policy.
- 3.1.5** Managers shall be able to identify missed savings prior to approval and may request reasons for such a particular deviation.
- 3.1.6** A full audit trail of travel costs per directorate shall be obtained via the system.

4. OBJECTIVES

A suitable successful bidder is required to provide a, managed “in-house online travel booking and payment system” for local and international travel. The system shall be able to extend the service to international travel if requested.

5. SCOPE AND EXTENT OF WORK

5.1.1 NCR requires an In-house online travel booking and payment system that shall be able to do the following:

5.1.1.1 The system shall enable NCR officials to make and manage their own travel requirements online.

5.1.1.2 The system shall be available 24 hours.

5.1.1.3 Managers shall be able to approve or reject travel bookings from anywhere via a secure approval system. The system shall generate required reports. The system shall allow for online payments.

5.1.1.4 The appointed successful bidder shall be able to deliver the fully in house online travel booking and payment system within two months from the date of appointment.

5.1.1.5 The successful bidder shall reserve a provisional booking and associated costs for at least 6 hours to enable the NCR approval processes.

5.1.1.6 The travel booker (travelling coordinator) shall be able to obtain quotations directly from successful bidders via the online system.

5.1.1.7 Once approval is granted, flights are paid directly by the system and flight tickets are immediately issued. Car hire, hotel accommodation and shuttles are paid online after the receipt of the invoice.

5.1.1.8 Missed savings for a particular travel request shall be flagged immediately by the system, especially when travellers have to deviate from the policy.

5.1.2 Managers shall be able to identify missed savings prior to approval and may request reasons for such a particular deviation.

5.1.2.1 A full audit trail of travel costs per directorate shall be obtained via the system.

5.1.2.2 NCR Subsistence and Travel Policy shall be built into the system.

5.2 Functionality of the system

- 5.2.1** The application shall be easy and simple to use.
- 5.2.2** The system shall be utilised to book flights, road transport and accommodation electronically.
- 5.2.3** The system shall be able to manage payment for flights, road transport and accommodation.
- 5.2.4** Predefined users shall be set up to book and authorise travel transactions. The system shall enforce segregation of duties.
- 5.2.5** Workflow approval platform shall be set up according to the NCR's requirements.
- 5.2.6** The system shall deliver travel documentation electronically to a travel booker and traveller by means of both sms and email.
- 5.2.7** A comprehensive library of reports (transactional and behavioural based) shall be available.
- 5.2.8** The system shall provide for attaching supporting documents per transaction.
- 5.2.9** The system shall flag and prevent duplicate invoices and bookings.
- 5.2.10** Reference number shall be provided for each transaction.
- 5.2.11** The system shall be accessible from anywhere.

6. EXPECTED DELIVERABLES / OUTCOMES

6.1 Operational

- 6.1.1** To provide NCR and its travel users with an easy to use, paperless procurement system for online travel,
- 6.1.2** Request and pre-authorisation: shall allow bookers to complete travel requests, coupled with real-time quotes, in a secure environment, with authorisation that allows authorisers to approve travel in a customisable fashion, according to approved mandates/delegations,
- 6.1.3** Negotiated vendor rates and all corporate agreements shall be preconfigured and the purpose shall be to book the cheapest in-policy fare of the day. Authorisers shall be warned of out of policy bookings or any trip not booked at the lowest rate, NCR can negotiate directly with vendors.
- 6.1.4** Search for availability and lowest fares (air, road travel and accommodation) across multiple suppliers (offering both preferred and public rates),

- 6.1.5 At the time of flight selection, provide the travel Booker with details of the flight fare rules e.g. cancellations, changes and minimum stay,
- 6.1.6 Select the desired real-time quotes for flight, road transport, accommodation and, parking reservations that compliments the request,
- 6.1.7 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,
- 6.1.8 Direct integration into main airlines and low cost airlines,
- 6.1.9 Direct integration into accommodation establishments or an appropriate inventory system:
 - 6.1.9.1 Access to content (pictures and descriptions of amenities),
 - 6.1.9.2 Pre-negotiated prices must be displayed to the user,
 - 6.1.9.3 Real time rates must be displayed to the user,
- 6.1.10 Direct integration into car hire and shuttle companies,
- 6.1.11 Select trips based on availability, travel policy, times and prices;
- 6.1.12 Create a temporary reservation with the supplier/s and a requisition subject to approval based on:
 - 6.1.12.1 Travel policy compliance,
 - 6.1.12.2 Declined / missed savings, based on selection made,
 - 6.1.12.3 Detailed costing's against cost centres,
- 6.1.13 Submit the request with selected quotes to the relevant manager for approval.

6.2 Approval workflow rules to approve requisitions:

- 6.2.1 All essential information provided to the authoriser via email and sms,
- 6.2.2 Approval workflows and mandates/delegations to be agreed and loaded into the system. Perform all travel arrangements in terms of the rules provided by NCR and ensure that all bookings are only processed against travel orders as authorized by the NCR,
- 6.2.3 All prescribed approvals as required of the system shall be received prior to the issue of any confirmation, ticket or voucher, before departure,
- 6.2.4 The system shall flag immediately all late bookings (not processed three (3) days in advance) prior to approval.
- 6.2.5 Approval to be authorised via SMS, Email and online applications,
- 6.2.6 Once all approvals have been obtained, a unique order number shall be generated,
- 6.2.7 Electronic vouchers shall be supplied,

6.2.8 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 traveller shall be made aware of fare restrictions and pre-ticketing.

6.3 Pre-ticket changes

6.3.1 Ability to make multiple changes to travel requirements prior to the approval of the order.

6.4 Post ticketing changes

6.4.1 The Successful bidder /system shall detail ticket change limitations where online post ticketing changes are made. The Successful bidder /system shall provide detailed cost implications on different classes of bookings and costs for changing tickets / bookings after issue.

6.4.2 If open tickets are unused 3 months prior to expiry, refunds shall be applied for by the Successful bidder. NCR shall be provided with assistance to ensure limited loss as a result of post ticketing changes.

6.5 Booking cancellations

6.5.1 The system shall support online cancellations (rules for cancellations and no shows shall be communicated to the user prior to departure).

6.6 Electronic fulfilment

6.6.1 Air – tickets shall be issued via the system.

6.6.2 Road transport and accommodation vouchers shall be issued via the system according to the payment terms and voucher rules in line with the NCR Transport and Travel policy.

6.6.3 The Successful bidder shall manage quality control issues and disaster recovery services for all online bookings.

6.7 Manual fulfilment

- 6.7.1 All trips initiated outside of the online booking system shall be uploaded into the system within six (6) hours.
- 6.7.2 The captured booking shall follow the same approval and business rules workflow as online bookings.
- 6.7.3 Data for all bookings shall be included in the reporting tool.

6.8 Payment and streamlining of reconciliation process

6.8.1 The successful bidder shall:

- 6.8.1.1 Include all fees to be charged in the bid document.
- 6.8.1.2 Settle air transactions prior to ticketing via a linked credit/lodge card.
- 6.8.1.3 Ensure direct settlement to suppliers, matching of payments against card statement based on supporting documentation (receipts, invoices from vendors, etc.) and submission to the travel section, to streamline the reconciliation process.
- 6.8.1.4 Successful bidder shall issue the NCR with one/final invoice for accommodation, car rental and/or shuttle service within 30 days of the actual service.
- 6.8.1.5 The successful bidder shall ensure that all the documents (establishments invoice with the NCR authorisation) are submitted with the final invoice per booking.

6.9 Reporting

- 6.9.1.1 Real-time reporting and reconciliation of travel spend shall be offered. The reports shall be utilised to proactively advise management and assist in the reduction of respective travel expenditure;
- 6.9.1.2 Comprehensive reports (standard and dynamic) shall be updated daily and be available on-line to managers;
- 6.9.1.3 **The following reports shall be submitted monthly to the travel section:**
 - 6.9.1.3.1 Declined / missed saving opportunities;
 - 6.9.1.3.2 Traveller behaviour with regard to advanced bookings and last-minute bookings;
 - 6.9.1.3.3 Payments made and outstanding monies;
 - 6.9.1.3.4 Flagging of costs incurred due to cancellations;
 - 6.9.1.3.5 No shows;
 - 6.9.1.3.6 Late bookings and amendments;

6.9.1.4 Successful bidder shall detail the online (real-time) reports that shall be provided and

6.9.1.5 Availability of statistics for reporting.

6.10 System administration role

6.10.1 Partial system administration (Super User) shall be managed directly by the NCR with second line support via the successful bidder.

6.11 Communication

6.11.1 Traveller itinerary emails shall be sent to the travel booker and traveller.

6.11.2 SMS alerts.

6.11.3 The system shall accurately advise the traveller of e-ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.

6.12 Training

6.12.1 Successful bidder s shall supply an indication of training and support to be supplied.

6.12.2 Adequate training 3 users upfront on the use of the system as well as support shall be provided. Users shall be trained as and when required by NCR.

6.13 Accommodation

6.13.1 The successful bidder shall ensure that sufficient accommodation establishments are available on the system to accommodate officials that are travelling.

6.13.2 Where it is required, the successful bidder shall ensure that accounts are opened with the property to ensure the provision of services and payment.

6.13.3 The voucher / confirmation shall clearly state the all-inclusive rate (accommodation, meals, parking etc.).

6.13.4 Any additional request/s shall be approved as per the system / service level agreement.

6.14 Other services

6.14.1 The successful bidder shall indicate any special features, programmes, or services that would be beneficial to the NCR and its travellers.

6.15 Management reports

6.15.1 The system shall be able to provide a detailed Management Information System and accrual/commitment report as and when required.

6.15.2 The successful bidder shall provide the NCR with management information reports consisting, at a minimum, of the following:

6.15.2.1 Concise quarterly narrative of the successful bidder's activities, which shall be submitted to the NCR within ten (10) calendar days after the end of the quarter. This report shall identify problems, if any, and recommend solutions. Suggestions to enhance the service shall also be included;

6.15.2.2 Quarterly summary (including year to date cumulative figures) of travel activity data and related services, which shall be submitted to the NCR within ten (10) days of the end of the quarter. This summary shall include all official travel activities with each airline based on value of the tickets.

6.15.2.3 This report shall also show a detailed analysis of the number of trips, most frequent city-pairs, carriers used and savings achieved from the carrier's lowest fare available as well as missed / declined savings due to non-acceptance of the lowest offer.

6.15.2.4 The tool shall allow for full reporting and auditing capability.

6.15.2.5 The reporting shall be in a format that will allow the information to be interfaced with other Government reporting systems.

6.16 Unused tickets and refunds

6.16.1 The successful bidder shall notify the NCR monthly of unused air tickets and refunds for all returned airline tickets for official travel.

6.17 Data transfer

6.17.1 The successful bidder shall allow NCR to access information for a period of five (5) years after the expiry of the contract.

6.18 Service standards

6.18.1 The successful bidder shall provide a polite, responsive and efficient service at all times to fulfil the NCR's requirements. All telephone calls, emails and correspondences shall be answered promptly.

6.19 Performance evaluation and review

6.19.1 The successful bidder shall meet quarterly with the NCR to discuss issues of mutual concern, to review the successful bidder's performance and to discuss improvements which the successful bidder or the NCR should make in order to achieve more effective travel management and greater savings.

6.19.2 During the above meetings the successful bidder shall also discuss travel updates and other travel matters with the NCR. The successful bidder shall immediately make the NCR aware of major industry changes, which may have a broad impact on its travel policy or procedures.

6.20 Policy compliance and control

6.20.1 The system shall dictate the route of the application based on the policy requirements. For any deviation the prescribed and delegated authorisation shall be required before processing takes place.

6.20.2 The system shall comply with all relevant security standards, policies, directives and the Minimum Information Security Standards (MISS).

6.20.3 The system shall be able to cater for any departmental policy changes as and when required.

6.20.4 The successful bidder shall not accept any commission, payment or other inducement from a flight, road transport or accommodation service for the use of their facilities.

6.20.5 Should any payment be received the successful bidder shall pay this amount over to the NCR at the end of each month. All amounts quoted by the system and charged to the NCR shall be exclusive of any travel agent commission.

6.21 Turnaround time for online bookings shall be 2 (two) hours after approval.

6.22 The successful bidder shall be required to:

6.22.1 Provide on-line travel booking services and support;

6.22.2 Provide a transparent inclusive service fee structure;

6.22.3 Provide 24 hours assistance;

6.22.4 Ensure that services are available 24/7;

6.22.5 Update NCR regularly on cancellation policies and fees of successful bidders;

6.22.6 Obtain any reimbursement which may be due to NCR;

6.22.7 Notify NCR of air tickets for revalidation and / or re-issue;

6.22.8 Ensure booking confirmations and payments as required by vendors;

6.22.9 Ensure prompt investigation of any irregularities and complaints as well as feedback thereof;

6.22.10 Upon request from the NCR, provide detailed reporting on the services provided, discounts, and benefits received,

6.22.11 Reconcile invoices and supporting documentation with Credit card statement and approved orders.

6.22.12 The successful bidder shall keep abreast of and provide an information service to NCR with regard to airport closings, carrier schedule changes, as well as all other alterations, safety conditions which may affect travel and new conditions affecting travel.

6.22.13 Assist travel bookers to make appropriate adjustments for any change(s) in flight, schedules prior to or during the traveller's official trip. The e-tickets and billings shall be modified or issued to reflect these changes, via SMS and e-mail.

6.22.14 Provide letters of "good standing" from successful bidders ,including but not limited to the following:

6.22.14.1 Protea Hotel Group

6.22.14.2 Southern Sun

6.22.14.3 Tsogo sun

6.22.14.4 Premier hotel

6.22.14.5 Hlope shuttle

- 6.22.14.6 Kwatlhano shuttle
- 6.22.14.7 EZ shuttles
- 6.22.14.8 Avis
- 6.22.14.9 Europcar
- 6.22.14.10 Hertz

6.22.15 The system shall be required to provide immediate quotations for travel arrangements from all airlines, vehicle hire companies and a range of properties for accommodation.

6.22.15.1 An e-ticket or confirmation and detailed itineraries, showing the accurate status of the airline, road transport and accommodation reservations on all segments of the journey shall be provided. Secure airline seats for four (4) hours to allow for approval.

7. PERIOD / DURATION OF PROJECT / ASSIGNMENT

7.1 The duration of the contract shall be 5 years. Successful bidder shall deliver an in house online travel booking and payment system within 2 months from date of appointment.

8. COSTING / COMPREHENSIVE BUDGET

8.1 Comprehensive budget must be provided inclusive of all disbursement costs, expenses and VAT.

8.2 NCR may require a breakdown of rates on any of the items priced and the Successful bidder s are to provide same without any additional cost.

8.3 The following must be included in the price:

8.3.1 System infrastructure creation and branding;

8.3.2 Project management and implementation;

8.3.3 Training (detail training to be provided – at implementation and throughout the contract period);

8.3.4 NCR Travel policy set up and updates;

8.3.5 Loading traveller profiles and cost centres / responsibilities;

8.3.6 B&B loading;

8.3.7 Loading of new contract details, supplier rates and fares.

Table 1	Monthly Price inclusive of VAT
System Setup and Implementation budget	R
Dedicated resource	

**Transaction means one booking made for one natural person / traveller for any travel related matter (such as accommodation, air travel, road transport and the like).*

What discount would be offered on Table 2 for:

Scenarios	Percentage discount
1 – 10 transactions per month	%
11 – 20 transactions per month	%
21 - 30 + transactions per month	%

9. MANDATORY REQUIREMENTS

9.1 Accreditation

9.1.1 The successful bidder shall ensure full compliance in respect of the following industry requirements:

9.1.1.1 Fully accredited member of International Air Transport Association (IATA);

9.1.1.2 Fully accredited member of Association of South African Travel Agencies (ASATA).

9.1.2 Certified copies of the above certificates as well as a letter of “good standing” shall be submitted together with your response to this Request for Proposal (RFP).

9.1.3 Successful bidders with online booking tools without the above accreditation shall provide proof of standing arrangements with accredited successful bidders.

9.2 Must be completed by bidder by answering yes or no:

Requirement	Comply: Yes or No
E.g. Professional registration	

10. SPECIAL CONDITIONS OF CONTRACT

- 10.1** The performance measures for the delivery of the (specify the type of work you expect from the successful bidder/s) shall be closely monitored by NCR.
- 10.2** The successful bidder/s shall submit monthly and quarterly progress reports to the Assigned NCR manager, within 4 days after the end of each month and quarter for the duration of the project. Failure to submit the required reports on time shall result in penalties.
- 10.3** The assigned NCR manager shall do the on-going management and monitoring of the service agreement.
- 10.4** The successful bidder/s shall guarantee the presence of the senior in charge throughout the duration of the contract. Prior to the appointment of a replacement, the Assigned NCR manager shall approve such appointment. If the senior has to leave the project, a period of at least a month is required in which the senior shall work parallel with the next person (senior consultant with similar expertise and equal years of experience) appointed to be able to transfer skills and knowledge.
- 10.5** Travelling costs and time spent or incurred between home and office of consultants shall not be for the account of NCR.
- 10.6** NCR may reserve the right to partly utilise the contract. This applies to e.g. local travels or air bookings only.
- 10.7** Skills shall be transferred to NCR officials.
- 10.8** Intellectual property rights shall belong to NCR.
- 10.9** NCR reserves the right to award the contract to more than one successful bidder.
- 10.10** The system shall be in a format that will allow the information to be interfaced with NCR's current systems.
- 10.11** Before any work can commence the service level agreement shall be signed by both parties (NCR and the successful bidder) as well as the issue of an official order and should there be any dispute regarding the finalisation of the agreement, NCR reserves the right to cancel the contract with no cost implications for the NCR.
- 10.12** The evaluation of Bids can only be done on the basis of information required by the NCR.

11. CAPACITY

- 11.1** A dedicated, local travel development team shall be employed to constantly enhance the system to meet the changing needs of the market. Proposals shall include set-up,

consulting, technology, support and training to ensure that the objectives and timelines are met.

- 11.2** The successful bidder is required to provide a company profile on its size, human resources, infrastructure, location and verifiable national and international networks etc.

12. EXPERIENCE

12.1 The following shall be submitted:

- 12.1.1** Evidence of track record in providing similar services (travel management services);
- 12.1.2** Contactable references (at least 3);
- 12.1.3** The successful bidder shall have demonstrable expertise in the roll out of an online travel booking system. As part of the bid evaluation, a site shall be made available to assess a live application of the system offered.

13. COSTS TO BE BORNE BY SUCCESSFUL BIDDER/S

- 13.1** All costs and expenses incurred by the successful bidder s in any way associated with the development, preparation and submission of responses and providing any additional information required by NCR, shall be borne entirely and exclusively by the successful bidders.

14. EVALUATION CRITERIA

The following is the weighting awarded for each element, and the threshold scores for each:

No	Evaluation Criteria	Guidelines for criteria application	Weight
1	Ability and flexibility to provide required solutions	The technology meets the business requirements and specifications as documented herein. The ability for the solution to provide NCR with a complete end to end process and manage control thereof. See questionnaire (Annexure A attached)	30%
No	Evaluation Criteria	Guidelines for criteria	

		application	Weight
2	Demonstrable capabilities of the team who will undertake the exercise. (Experience, qualifications and skills composition)	<u>Experience and skill</u> <ul style="list-style-type: none"> • Development team • Management team (relevant to a technology company and self-booking tool) • Financial team (performing reconciliations) 	20%
3	In-house online booking and payment system Implementation methodology	A project plan showing work breakdown and estimated timelines <ul style="list-style-type: none"> • Implementation methodology • Average time for the roll out • Training methods and services 	20%
4	Ability to provide required solution without subcontracting the technology component	Is the system owned and operated by you	10%
5	Plans to set up a support system / presence in NCR	<ul style="list-style-type: none"> • Is there local support • Is there a local development team 	10%
6	Live presentation of the system: Travel booking process, approvals, issuing of travel vouchers/itineraries , reporting etc.	<ul style="list-style-type: none"> • The system that is user friendly. Reasonable amount of time taken to complete the travel request.	10%

Bidders are required to score a minimum of 70% points on functionality to qualify to be evaluated in the next level (BBBEE and price). Bidders who do not score the minimum of 70% points on functionality will be disqualified and not be evaluated on price and BBBEE

15. ADDITIONAL INFORMATION

15.1 Brief company profile, as relevant to the above mentioned terms of reference.

15.2 Experience in the relevant areas.

15.3 Clientele.

15.4 A proposal including methodology

15.5 Certification of all team members, highlighting experience relevant to this exercise.

- 15.6** Confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time and meet the necessary deadlines.
- 15.7** The proposal should contain a work plan, showing tasks, timelines etc.
- 15.8** Contact details of at least two references from amongst recent clients with whom similar work has been conducted in the past 6 Months.
- 15.9** Certificate of incorporation / legal status.
- 15.10** Financial proposal.

ANNEXURE A
QUESTIONNAIRE
(As per Evaluation Criteria)

	Please indicate compliance (Yes / No) and substantiate
Generic System Question	
1. Does the system work on devices such as I-Pads and smart phones?	
2. Is the system owned and operated by you?	
3. Does the system NCR deal with direct integrations?	
Travel Policy	
1. Can the system have vendors shown out of policy and not bookable by the user?	
2. Can the system have vendors shown out of policy, but bookable by the user that will automatically trigger workflow approval, motivation as to why it's out of policy and highlight the alternative options to the authoriser?	
3. How are in policy and out of policy options differentiated on the availability presented?	
4. If an out of policy vendor reservation is authorised, how can this information be captured into the system for complete itinerary viewing and reporting purposes?	
Booking Process	
1. Does the system have a quoting system? Explain	
2. Explain the error management process when tickets fail to issue or travel documentation not produced or lodged card swipes fail.	
3. Is the system completely automated?	
4. Can travel documents be produced electronically?	
5. Can the system upload documents, (e.g. internal approval documents) or	
6. Can the system include an electronic approval process prior to actual online booking being started?	

Navigation	
1. Can users easily navigate between sectors?	
2. Does the system cater for domestic multi-leg bookings?	
3. Does the SELF-BOOKINGTOOL allow for holding tickets?	
4. Does the system deal with automated documentation for air tickets, road transport, accommodation, parking? (no consultants touch the booking)	
5. How is "no availability" displayed?	
6. Can offline bookings be incorporated into the booking process?	
7. Can Users make the reservation offline?	
8. Can Consultants make the reservation?	
9. Whilst a trip planned is pending approval, are proposed reservations held with the following vendors? 10. Participating transfer vendors, participating accommodation vendors, 11. Participating road transport vendors, domestic mainline carriers, domestic low cost carriers.	
12. Can reservation changes be facilitated online for all the following vendor categories? 13. Participating transfer vendors, 14. Participating accommodation vendors, 15. Participating road transport vendors, Domestic mainline carriers, Domestic low cost carriers	
16. Are all category changes made tracked	
17. How does the system deal with unused tickets?	
Workflow Approval	
1. Can the system have multiple approvers?	
2. Can the system support multiple approval groups?	
3. Can the system support multiple approval groups?	
4. Does the system support SMS approval as an option?	
5. Explain emergency booking approval on the online travel system?	
6. If a travel booking is changed, will it reroute for approval and, if so, under what circumstances?	

7. How does the approver make an informed decision when approving?	
Transfers	
1. Can the system facilitate transfer reservations with any vendor?	
2. Outline how a reservation that has been secured outside of the system can be captured into the system for complete itinerary viewing and reporting purposes	
3. Can the system allow multiple travellers in a transfer?	
Accommodation	
1. Outline how the system systematically facilitates accommodation reservations with B&B establishments not presented on any open central reservation system.	
2. Outline a reservation that has been secured outside of the system, due to availability constraints of an accommodation vendor that is accessible via the system can be captured into the system for complete itinerary viewing and reporting purposes.	
3. Can the system systematically facilitate accommodation reservations with non – listed B&B vendors?	
4. Elaborate how a bill back facility will be supported	
5. Can the system have multiple accommodations booking in one transaction i.e. different hotel for different travellers or different hotel for one traveller in one booking?	
6. How do you list a new vendor on the system?	
7. Does the system support pictures of properties?	
8. Can the system have any user feedback on properties?	
9. How does the matching of the order to the invoice occur within the system?	
10. Can the system provide separate quotes for dinner, bed and breakfast?	
11. Is it clear when breakfast or dinner is included in the price quoted for “bed”?	

Road Transport	
1. Can multiple pick up and drop off locations be supported within the online travel system?	
2. Can the system have multiple cars booked for multiple travellers in a single booking?	
3. How does the system support guaranteed availability when there are availability constraints at a car rental agency that is accessible via system?	
4. Can the system highlight between vendors who are the cheapest by amount of kilometres included in the negotiated rate?	
5. How does a reservation that has been secure outside of the system be included on the system?	
6. Can extras like GPS, additional drivers, etc. be booked on the system?	
7. How does a car invoice get compared to the order within the system?	
8. How does the system compare between road travel company rates?	
Air Travel	
1. Can the system systematically facilitate name changes to low cost carrier tickets?	
2. How are cancelled flight tickets managed systematically?	
3. How are unused flights tickets tracked and applied for reuse systematically?	
4. Does the system allow for multiple flights with one booking?	
5. Does the system allow for a return flight to be booked on two separate airlines for departure and return, in one booking?	
6. How does the system control specific requirements for multiple travellers?	
7. How does the system control pre – seating and seat maps?	

Profiles	
1. Who maintains user access?	
2. Are there levels of administrative rights?	
3. Can the system handle seating preferences?	
Reporting	
1. Does the system provide real time reporting?	
2. Is the reporting provided available to Government directly?	
3. An order is made up of air, road transport and accommodation.	
4. Accounts will be received at different times. What reports can be provided to monitor: a). All the transactions relating to the order. b). What has been paid and what is outstanding.	
Fulfilment	
1. Outline the fulfilment process.	
2. Where would human intervention be necessary and how would this impact on the cost?	
Training	
1. Do you provide online training?	
2. The NCR proposes to adopt a train-the-trainer approach.	
3. What are the related costs and time investment?	
Billing Process	
1. Explain the billing process for system fees.	
2. Explain how bill-backs are integrated into the system for reporting purposes.	
3. Explain how lodged card transactions are reconciled.	
4. Hierarchy	
a). How are amendments to hierarchies managed?	
5. Data Security	
a). Elaborate on measures taken to secure our data	
b). Are secure links used for payment transactions?	
c). How are lodged card details stored? Is the data encrypted?	

Further Requirements of the Electronic Solution	
1. State average and maximum actual system response time for a complete travel booking, which includes a road transport, airline ticket, and accommodation booking.	
2. Application to provide a historical record/audit trail of each administrative change that occurs within the application.	
3. The application must have easily understood system messages.	
4. The application must have the ability to assign specific tasks / functions to specific administrative roles.	
5. Describe how your solution is able to securely authenticate and encrypt any interface to or from your solution.	
6. The application must be able to receive an approved Order to trigger the bookings process.	
7. The system should have an automatic reconciliation facility (Lodge Card Reconciliation) to match successful bidder invoices to authorize Orders to accommodate payments. (only exceptions should have to be handled manually by staff)	
8. The application must be able to cater for after the fact costs (such as mileage on car rentals, fuel on car rentals, S&T claims).	
9. Must have a tolerance level for where the invoice value is different from the Order value by a configurable amount. (Applies especially to accommodation and road transport).	
10. Onsite support to be available.	
11. The application must offer a report to indicate the savings lost due to the booking being made/not being made within a certain timeframe before departure (based on historical values for the same transaction).	
12. Must offer reporting of automated refund tracking as well as unused ticket reporting.	

13. Must have pre-defined and user-defined reporting capabilities with a drill down capability to allow the easy creations of a comprehensive suite of management reports	
14. Have a report per traveller, which indicates the duration of stay, type of accommodation (such as Bed and Breakfast), and whether or not the traveller actually travelled.	
15. Have a report per user, which indicates significant actions taken by the user (such as travel booker creation, approvals, workflow changes, etc.)	
16. Must have the ability to customize the reporting suite according to the NCR's requirements.	
17. Must have the ability to export reports into a variety of formats (such as PDF, HMTL, and CSV).	
18. Must allow for on-demand / adhoc / scheduled reporting.	
19. Controls must be in place to protect the data.	
20. Must support the capture of a reason for travel at the time of making a booking.	
21. Provide the missed savings calculated on all sectors Is there benchmarking in the system?	
22. How do you intend to support NCR with online transactions?	
23. How do you intend to support NCR with offline transactions?	
24. How do emergency requests get handled?	
25. Propose how best to roll out the solution to all the various elements of NCR?	
26. Will the system flag and prevent duplicate invoices and bookings? And how?	

TABLE 2

*Transaction Fees (online and offline – assisted travel services) NB. The cost for the offline fee must be the same as the online fee		Price inclusive of VAT
Type	Detail	
Domestic travel	Inclusive of changes. Bundled fee. All sectors (flight, road transport and accommodation). Per traveller, per return trip	R
Accommodation only	Inclusive of changes.	R
Road transport only	Inclusive of changes.	R
Flight only	Inclusive of changes.	R
Domestic Multi Leg Booking	Inclusive of changes. 3 times one way bookings	R
Bill Back fee	Per Bill Back invoice (Over and above booking fee. Applies to accommodation and vehicle hire)	R
Refund admin fee		R
After hours Emergency assistance	Not related to a system technical issue	R

**Transaction means one booking made for one natural person / traveller for any travel related matter (such as accommodation, air travel, road transport and the like).*