

## THE NATIONAL CREDIT REGULATOR

JULY 2026

**TERMS OF REFERENCE FOR THE APPOINTMENT A SUITABLE  
SERVICE PROVIDER FOR TRAVEL AGENCY FOR THE PERIOD  
OF FIVE (5) YEARS AT NATIONAL CREDIT REGULATOR**

**RFP NUMBER: NCR1034.08.2026**

### **COMPULSORY BRIEFING**

**DATE: 14 August 2026 AT 10:00AM**

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Microsoft Teams meeting

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**DUE DATE: 31 AUGUST 2026 AT 11H00 SHARP CAT**

**ADDRESS: 127-15TH ROAD RANDJES PARK MIDRAND (NCR  
OFFICES)**

**EMAIL YOUR RFP QUERIES TO: [procurement@ncr.org.za](mailto:procurement@ncr.org.za)**

## **PART A- GENERAL TERMS OF CONDITIONS (SCM)**

### **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 the appointment of a service provider for the acquisition / procurement of qualified / accredited service provider / supplier internet service provider (ISP) for the provision of the internet and related.

#### **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, 2001/2022 (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 ( Annexure B and B.1 that can be downloaded from NCR website -<https://www.ncr.org.za/index.php/procument/tender-standard-bidding-documents/general-terms-conditions> ). **Please read this document carefully and confirm your agreement to the terms prior to submitting your proposal.**

### **2. The Proposal Format**

- **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 in a file of annexure.

### 3. 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.

### 4. Number of proposals

Each bid participant must provide two (2) hard copies **(original & copy)** and one(1)memory stick of their entire proposal, including all the documentation referred to in Section 7 below, in the format specified in that section. All submitted proposals will become the property of the NCR and will not be returned. The proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

### 5. Submission of proposals

- 5.1. Proposals must reach the offices of the NCR before 11:00AM on 31 August 2026 and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside.

**a) RFP No: NCR1034.08.2026**

**b) TERMS OF REFERENCE FOR THE APPOINTMENT APPOINT A SUITABLE SERVICE PROVIDER FOR TRAVEL AGENCY FOR THE PERIOD OF FIVE (5) YEARS AT NATIONAL CREDIT REGULATOR**

**c) CLOSING DATE: 31 AUGUST 2026 AT 11H00 AM,**

- 5.2. 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).
- 5.3. Please note that this RFP closes punctually at 11h00 on 31 August 2026 No late submissions will be considered under any circumstances.
- 5.4. **All** the documentation referred to in Section 7 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.
- 5.5. If responses are not delivered as stipulated in this Section 5.1, such responses will be considered **“late”**, and will not be considered for evaluation.

- 5.6. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 5.7. Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 5.8. The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 5.9. Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 5.10. 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.

## 6. Timetable

| Date & time       | Activity                                |
|-------------------|-----------------------------------------|
| <b>07/08/2026</b> | Issue RFQ document                      |
| <b>14/08/2026</b> | Compulsory Briefing Session             |
| <b>31/08/2026</b> | Closing date                            |
| <b>31/08/2026</b> | Preliminary evaluation                  |
| <b>02/09/2026</b> | Evaluations by the Evaluation Committee |
| <b>25/09/2026</b> | Adjudication Committee meeting          |
| <b>01/10/2024</b> | Appointment                             |

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.

## 7. Documentation to be submitted.

| Document that must be Submitted                 | Guideline |                                                                                                                                                                                                                                                                                                                                                                    | Consequence of Non-submission                                   |
|-------------------------------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| Invitation to Bid – SBD 1                       | Yes       | Complete and sign the supplied pro forma document                                                                                                                                                                                                                                                                                                                  | Disqualification from process                                   |
| Tax status SBD 1                                | Yes       | Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. Proof of Registration on the Central Supplier Database Vendor number                                                                                                                                                         | Disqualification from process                                   |
| Declaration of Interest – SBD 4                 | Yes       | Complete and sign the supplied pro forma document                                                                                                                                                                                                                                                                                                                  | Disqualification from process                                   |
| Preference Point Claim Form – SBD 6.1           | Yes       | Non-submission will lead to a zero (0) score on Specific goals                                                                                                                                                                                                                                                                                                     | Zero points awarded for specific goals                          |
| Registration on Central Supplier Database (CSD) | Yes       | The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal.<br><br>Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number starting with MAAA. Submit proof of registration. | Disqualification from process                                   |
| Acceptance of the General Terms and Conditions  | Yes       | <a href="https://www.ncr.org.za/index.php/procedure/tender-standard-bidding-documents/general-terms-conditions">https://www.ncr.org.za/index.php/procedure/tender-standard-bidding-documents/general-terms-conditions</a>                                                                                                                                          | Disqualification from process bidders to confirm that they read |

## 8. 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 specific goals, allocated as indicated in the table below:

| B-BBEE status level of contributor | Specific goals | Price |
|------------------------------------|----------------|-------|
| Total maximum points               | 20             | 80    |

The points system is outlined for the 80/20 to address the preferential procurement as followed:

### 8.1. SMME's which are owned by Black people.

| SPECIFIC GOAL                                           | ACHIEVEMENT LEVEL         | TOTAL<br>NUMBER OF |
|---------------------------------------------------------|---------------------------|--------------------|
| Persons historically disadvantaged on the basis of race | 81%- 100% black ownership | 7                  |
|                                                         | 51% - 80% black ownership | 5                  |
|                                                         | 31% - 50% black ownership | 3                  |
|                                                         | 0 – 30% black ownership   | 1                  |

### 8.2. SMME's which are owned by People with disability

| SPECIFIC GOAL                                                 | OWNERSHIP LEVEL                                      | POINTS |
|---------------------------------------------------------------|------------------------------------------------------|--------|
| Persons historically disadvantaged on the basis of disability | 50 %- 100% owned by persons living with disabilities | 3      |
|                                                               | 30% - 49% owned by persons living with disabilities  | 2      |
|                                                               | 0 – 29% owned by persons living with disabilities    | 1      |

### 8.3. SMME's which are owned by Women.

| SPECIFIC GOAL                                                     | ACHIEVEMENT LEVEL               | POINTS |
|-------------------------------------------------------------------|---------------------------------|--------|
| Persons historically disadvantaged on the basis of gender – Women | 81% - 100% black owned by women | 7      |
|                                                                   | 51% - 80% black owned by women  | 5      |

|  |                                |   |
|--|--------------------------------|---|
|  | 31% - 50% black owned by women | 3 |
|  | 0 – 30% black owned by women   | 1 |

#### 8.4. SMME's which are Youth owned business.

| SPECIFIC GOAL                                   | OWNERSHIP LEVEL                          | POINTS |
|-------------------------------------------------|------------------------------------------|--------|
| Persons historically disadvantaged based on age | 50%- 100% owned by persons who are youth | 3      |
|                                                 | 30% - 49% owned by persons who are youth | 2      |
|                                                 | 0 – 29% owned by persons who are youth   | 1      |

### 9. Evidence for specific goals

| PROOF OF EVIDENCE TO SCORE SPECIFIC GOALS POINTS |     |    |                                    |
|--------------------------------------------------|-----|----|------------------------------------|
| EVIDENCE                                         | YES | NO | ATTACH EVIDENCE ( indicate a page) |
| Share certificate                                |     |    |                                    |
| ID Copies stamped by the commissioner of oath    |     |    |                                    |
| Sworn affidavits                                 |     |    |                                    |
| BBBEE certificates                               |     |    |                                    |
| Proof of disability                              |     |    |                                    |
| CIPC Documents                                   |     |    |                                    |

**NB: Bidders will only score points based on the evidence submitted.**

#### 10. Reporting of fraud and corruption

The National Credit Regulator management is commitment to transparency, integrity, and accountability, as described in our Code of Conduct and business principles. Which led to the establishment of the Ethics Line. The Ethics Line seeks to provide an independent and comprehensive service through enhanced anonymity assurance and a wide range of communication channels. Bidders and members of the public are encouraged to use the following toll-free line to report any misconduct relating procurement activities amongst others.

**Fraud / Anti-Corruption Hotline**

**Report any incidents of wrongdoing  
to the KPMG Ethics Line**

**800 53 17 (Toll Free)**

## **PART B: TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO AUTOMATE AN INHOUSE ONLINE TRAVEL BOOKING AND PAYMENT SYSTEM**

### **1. PURPOSE**

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

### **2. INTRODUCTION AND BACKGROUND**

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

- 2.1.1** The travel booker (travelling coordinator) shall be able to obtain quotations directly from successful bidders via the online system.
- 2.1.2** 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.
- 2.1.3** Once approval is granted, flights are paid directly through online system and flight tickets are immediately issued. Car hire, hotel accommodation, shuttles and flight are paid via Finance Department after receipt of the invoice.
- 2.1.4** Managers shall be able to identify missed savings prior to approval and may request reasons for such a particular increment.
- 2.1.5** The system must ensure all deviations related to regulations, policy and costs containment measures must be flagged in the system be recommended by the Manager and Approved by the Accounting Authority.
- 2.1.6** A full audit trail of travel costs per directorate shall be obtained via the system.

### **3. 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.

### **4. SCOPE AND EXTENT OF WORK**

- 4.1.1** NCR requires an online travel booking and payment system that shall be able to do the following:
  - 4.1.1.1** The system shall enable NCR officials to make and manage their own travel requirements online.
  - 4.1.1.2** 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 flights.

- 4.1.1.3** The appointed successful bidder shall be able to deliver the online travel booking and payment system within one month from the date of appointment.
- 4.1.1.4** The successful bidder shall reserve a provisional booking and associated costs for at least 6 hours to enable the NCR approval processes.
- 4.1.1.5** The travel booker (travelling coordinator) shall be able to obtain at least three (3) quotations directly from successful bidders via the online system or travel agency.
- 4.1.1.6** Once approval is granted, flights are paid directly by the system and flight tickets are immediately issued. Car hire, hotel accommodation, shuttles and flights are paid via Finance after the receipt of the invoice.
- 4.1.1.7** Missed savings for a particular travel request shall be flagged immediately by the system, especially when travelers have to deviate from the policy.
- 4.1.2** Managers shall be able to identify missed savings prior to approval and may request reasons for such a particular increase.
- 4.1.3** The system must ensure all deviations related to regulations, policy and costs containment measures must be flagged in the system be recommended by the Manager and Approved by the Accounting Authority.
- 4.1.3.1** A full audit trail of travel costs per directorate shall be obtained via the approved system.
- 4.1.3.2** NCR Subsistence and Travel Policy shall be adhered to at all times.

## **4.2 Functionality of the system**

- 4.2.1** The application should be easy and simple to use. NCR will not host any system.
- 4.2.2** The system should be utilised to book flights, road transport and accommodation electronically.
- 4.2.3** The system shall be able to manage payment for flights.
- 4.2.4** Predefined users should be set up to book and authorise travel transactions. The system shall enforce segregation of duties.
- 4.2.5** Workflow approval platform shall be set up according to the NCR's requirements and policy.
- 4.2.6** The system shall deliver travel documentation electronically to a travel booker and travelers by means of both SMS and e-mail.
- 4.2.7** A comprehensive library of reports (transactional) shall be available.
- 4.2.8** The system shall provide for attaching supporting documents per transaction.
- 4.2.9** The system shall flag and prevent duplicate invoices and bookings.
- 4.2.10** Reference numbers shall be provided for each transaction.
- 4.2.11** The system should be accessible from anywhere at any time (24/7/365) or alternatively the travel agency should always be available to assist with changes/bookings.

## **5. EXPECTED DELIVERABLES / OUTCOMES**

### **5.1 Operational**

- 5.1.1** To provide NCR and its travel users with an easy to use, paperless procurement system for online travel,
- 5.1.2** 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,
- 5.1.3** 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.
- 5.1.4** Search for availability and lowest fares (air, road travel and accommodation) across multiple suppliers (offering both preferred and public rates),
- 5.1.5** At the time-of-flight selection, provide the travel booker with details of the flight fare rules e.g. cancelations, changes and minimum stay,
- 5.1.6** Select the desired real-time quotes for flight, road transport, accommodation and parking reservations that complement the request,

- 5.1.7 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,
- 5.1.8 Direct integration into main airlines and low-cost airlines,
- 5.1.9 Direct integration into accommodation establishments or an appropriate inventory system:
  - 5.1.9.1 Access to content (pictures and descriptions of amenities),
  - 5.1.9.2 Pre-negotiated prices must be displayed to the user,
  - 5.1.9.3 Real time rates must be displayed to the user,
- 5.1.10 Direct integration into car hire and shuttle companies,
- 5.1.11 Select trips based on availability, travel policy, times and prices;
- 5.1.12 Create a temporary reservation with the supplier/s and a requisition subject to approval based on:
  - 5.1.12.1 Travel policy compliance,
  - 5.1.12.2 Declined / missed savings, based on selection made,
  - 5.1.12.3 Detailed costings against cost centers,
- 5.1.13 Submit the request with selected quotes to the relevant manager for approval.
- 5.2 Approval of workflow rules to approve requisitions:**
  - 5.2.1 All essential information provided to the authoriser via e-Mail and SMS,
  - 5.2.2 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,
  - 5.2.3 All prescribed approvals as required of the system shall be received prior to the issue of any confirmation, ticket or voucher, before departure,
  - 5.2.4 The system shall flag immediately all late bookings (not processed three (3) days in advance) prior to approval.
  - 5.2.5 Approval to be authorised via SMS, e-Mail and online applications,
  - 5.2.6 Once all approvals have been obtained, a unique order number shall be generated,
  - 5.2.7 Electronic vouchers shall be supplied,
  - 5.2.8 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 traveler shall be made aware of fare restrictions and pre-ticketing.
- 5.3 Pre-ticket changes**
  - 5.3.1 Ability to make multiple changes to travel requirements prior to the approval of the order.

## **5.4 Post ticketing changes**

**5.4.1** 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.

**5.4.2** 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.

## **5.5 Booking cancellations**

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

## **5.6 Electronic fulfilment**

**5.6.1** Air – tickets shall be issued via the system.

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

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

## **5.7 Manual fulfilment**

**5.7.1** All trips initiated outside of the online booking system shall be uploaded into the system within six (6) hours.

**5.7.2** The captured booking shall follow the same approval and business rules workflow as online bookings.

**5.7.3** Data for all bookings shall be included in the reporting tool.

## **5.8 Payment and streamlining of reconciliation process**

### **5.8.1 The successful bidder shall:**

**5.8.1.1** Include all fees to be charged in the bid document.

**5.8.1.2** Settle all flight tickets prior to ticketing and issue the final flight ticket.

**5.8.1.3** Ensure direct settlement to suppliers, matching payments against the Purchase Order (PO) based on supporting documentation (receipts, invoices from vendors, etc.) and submission to the Finance section, to streamline the reconciliation process and payment.

**5.8.1.4** Successful bidder shall issue the NCR with invoice for flight, accommodation, car rental and/or shuttle service within 60 days of the actual service.

**5.8.1.5** The successful bidder shall ensure that all the documents (establishments invoice with the NCR authorization) are submitted with the final invoice per booking.

**5.8.1.6** Additional costs (petrol and kilometers) not included in the original PO must be invoiced separately indicating the relevant PO number related to the travel.

## **5.9 Reporting**

**5.9.1.1** Real-time reporting and reconciliation of travel expenses shall be offered. The reports shall be utilised to proactively advise management and assist in the reduction of respective travel expenditures;

**5.9.1.2** Comprehensive reports (standard and dynamic) should be updated daily and be available on- line to managers;

**5.9.1.3 The following reports shall be submitted monthly to the travel section:**

**5.9.1.3.1** Declined / missed saving opportunities;

**5.9.1.3.2** Traveler behavior with regard to advanced bookings and last-minute bookings;

**5.9.1.3.3** Report on paid and unpaid invoices;

**5.9.1.3.4** Flagging of costs incurred due to cancellations;

**5.9.1.3.5** No shows;

**5.9.1.3.6** Late bookings and amendments;

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

**5.9.1.5** Availability of statistics for reporting.

## **5.10 System administration role**

**5.10.1** System administration (Super User) shall be managed directly by the service provider

**5.10.2** The service provider will create and delete users,

## **5.11 Communication**

**5.11.1** Traveler itinerary emails shall be sent to the travel booker and traveler.

**5.11.2** SMS alerts.

**5.11.3** The system 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.

## **5.12 Training**

**5.12.1** Successful bidder shall supply an indication of training and support to users

**5.12.2** Adequate training upfront on the use of the system as well as support should be provided. Users shall be trained as and when required by NCR.

## **5.13 Accommodation**

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

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

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

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

## **5.14 Other services**

**5.14.1** The successful bidder shall indicate any special features, programs, or services that would be beneficial to the NCR and its travelers.

#### **5.15 Management reports**

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

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

**5.15.2.1** 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;

**5.15.2.2** 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.

**5.15.2.3** 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.

**5.15.2.4** The approved system shall allow for full reporting and auditing capability.

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

#### **5.16 Unused tickets and refunds**

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

#### **5.17 Data transfer**

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

#### **5.18 Service standards**

**5.18.1** 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.

#### **5.19 Performance evaluation and review**

**5.19.1** 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.

**5.19.2** 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.

**5.20 Policy compliance and control**

**5.20.1** 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.

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

**5.20.3** The system shall be able to cater for any NCR policy changes as and when required.

**5.20.4** 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.

**5.20.5** 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.

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

**5.22** The successful bidder shall be required to:

**5.22.1** Provide on-line travel booking services and support;

**5.22.2** Provide a transparent inclusive service fee structure;

**5.22.3** Provide 24-hour assistance;

**5.22.4** Ensure that services are available 24/7/365;

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

**5.22.6** Obtain any reimbursement which may be due to NCR to repay within 30 days;

**5.22.7** Notify NCR of flight tickets for revalidation and / or re-issue;

**5.22.8** Ensure booking confirmations and payments as required by vendors;

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

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

**5.22.9.2** Reconcile invoices and support documentation against the approved purchase orders.

**5.22.9.3** The successful bidder should 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.

**5.22.9.4** Assist travel bookers to make appropriate adjustments for any change(s) in flight, schedules prior to or during the traveler's official trip. The e-tickets and billings shall be modified or

issued to reflect these changes, via SMS and e-mail.

**5.22.9.5** Provide letters of “good standing” from successful bidders, including but not limited to the following:

- Protea Hotel Group
- Southern Sun
- Tsogo sun
- Premier hotel
- Hlope shuttle
- Kwatlhano shuttle
- EZ shuttles
- Avis
- Europcar
- Hertz
- Blue Car
- Budget Car
- Any other industry related service provider in travel management

**5.22.9.6** 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.

**5.22.9.7** An e-ticket or confirmation and detailed itinerary 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.

## **6. PERIOD / DURATION OF PROJECT / ASSIGNMENT**

**6.1** The duration of the contract shall be 5 (five) years. Successful bidder shall deliver an in-house online travel booking and payment system within one month from date of appointment.

## **7. COSTING / COMPREHENSIVE BUDGET**

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

**7.2** 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.

**7.3 The following must be included in the price:**

**7.3.1** System infrastructure creation and branding;

**7.3.2** Project management and implementation;

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

**7.3.4** NCR Travel policy set up and updates;

**7.3.5** Loading traveler profiles and cost centers / responsibilities;

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**7.3.6** B&B loading;

**7.3.7** Loading of new contract details, supplier rates and fares.

| Table 1                                                      | Monthly Price inclusive of VAT |
|--------------------------------------------------------------|--------------------------------|
| System Setup and Implementation budget<br>Dedicated resource | R                              |

*\*Transaction means one booking made for one natural person / traveler 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 | %                   |

## **8. MANDATORY REQUIREMENTS**

### **8.1 Accreditation**

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

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

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

**8.1.2** Certified copies of the above certificates as well as letters (at least 5) of “good standing” from providers listed at paragraph 5.22.9.5 shall be submitted together with your response to this Request for Proposal (RFP).

**8.1.3** The system requirements must meet the standard criteria/provisions as included in Annexure A which must be completed by the bidder.

## **9. SPECIAL CONDITIONS OF CONTRACT**

**9.1** The performance measures for the delivery of travel agency services shall be closely monitored by NCR.

**9.2** 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 breach of contract.**

**9.3** The assigned NCR manager shall do the on-going management and monitoring of the service agreement.

- 9.4** 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.
- 9.5** Travelling costs and time spent or incurred between home and office of consultants shall not be for the account of NCR.
- 9.6** NCR may reserve the right to partly utilise the contract. This applies to e.g. local travel or air bookings only.
- 9.7** Skills shall be transferred to NCR officials.
- 9.8** 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.
- 9.9** The evaluation of Bids can only be done on the basis of information required by the NCR.

## **10. CAPACITY**

- 10.1** A dedicated, local travel development team shall be employed to constantly enhance the system to meet the changing needs of the market. The system downtime must not exceed 120 minutes. Failure to adhere to the 120-minute system recovery will result in a breach of contract. Proposals shall include set-up, consulting, technology, support and training to ensure that the objectives and timelines are met.

## **11. EXPERIENCE**

**11.1 The following shall be submitted:**

**11.1.1** Evidence of track record in providing similar services (travel management services);

**11.1.2** Contactable references (at least 3);

**11.1.3** 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.

## **12. COSTS TO BE BORNE BY SUCCESSFUL BIDDER/S**

- 12.1** All costs and expenses incurred by the successful bidders 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.

### 13. EVALUATION CRITERIA

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

**THE FUNCTIONALITY CRITERIA WILL BE EVALUATED BASED ON THE FOLLOWING:**

**VALUES: 1=Poor: 2=did not meet the requirements: 3= partially met the requirement: 4= meet the requirements: 5=Exceed the requirements**

| No | Evaluation Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Guidelines for criteria application                                                                                                                                                                                                           | Weight |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 1  | <p>Ability and flexibility to provide required solutions (online travel booking system) and travel management services)</p> <p>5= Ability to provide full online system and meet all requirements as per Annexure A</p> <p>4= Ability to provide online system and meet 99-95% requirements as per Annexure A</p> <p>3= Ability to provide online system and meet 94-85% requirements as per Annexure A</p> <p>2= Ability to provide online system and meet 84-75% requirements as per Annexure A</p> <p>1= Ability to provide online system and meet requirements below 75% as per Annexure A</p> | <p>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)</p> | 30%    |
| 2  | <p>Demonstrable capabilities of the Account Manager/ Project Manager who will undertake the exercise. (Experience, qualifications and skills composition)</p> <p>5= Relevant Account Manager/Project Manager must</p>                                                                                                                                                                                                                                                                                                                                                                              | <p><b><u>Experience, skills and qualifications</u></b></p> <ul style="list-style-type: none"> <li>The Account Manager/Project Manager experience must be demonstrated</li> </ul>                                                              | 20%    |

| No | Evaluation Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Guidelines for criteria application                                                                                                                                                                                                   | Weight |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
|    | <p>have experience and capability with more than 15 years' experience</p> <p>4= Relevant Account Manager/Project Manager must have experience and capability with more than 14-10 years' experience</p>                                                                                                                                                                                                                                                                        | in his CV.                                                                                                                                                                                                                            |        |
|    | <p>3= Relevant Account Manager/Project Manager must have experience and capability with more than 9-7 years' experience</p> <p>2= Relevant Account Manager/Project Manager must have experience and capability with more than 6-5 years' experience</p> <p>1= Relevant Account Manager/Project Manager must have experience and capability with more than 4-0 years' experience</p>                                                                                            |                                                                                                                                                                                                                                       |        |
| 3  | <p>In-house online booking and payment system</p> <p>Implementation methodology</p> <p>5= Detailed project implementation Plan indicated (step by step) with one month target to completion and indicate timelines for bookings less than 06 hours.</p> <p>4= Detailed project implementation plan indicated (step by step) with 05-6 weeks' target to completion and indicate timelines for bookings between 07- 09 hours.</p> <p>3= Detailed project implementation plan</p> | <p>A project plan showing work breakdown and estimated timelines</p> <ul style="list-style-type: none"> <li>• Implementation methodology</li> <li>• Average time for the roll out</li> <li>• Training methods and services</li> </ul> | 20%    |

| No | Evaluation Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Guidelines for criteria application                                                                                      | Weight |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|--------|
|    | <p>indicated (step by step) with 07-8 weeks target to completion and indicate timelines for bookings between 10- 13 hours.</p> <p>2= Detailed project implementation plan indicated (step by step) with 9-10 weeks target to completion and indicate timelines for bookings between more than 14-15 hours.</p> <p>1= Detailed project implementation plan indicated (step by step) more than 10 weeks target to completion and indicate timelines for bookings more than 16 hours.</p>                                                                                                                                  |                                                                                                                          |        |
| 4  | <p>Ability of the service provider to offer travel management services and a travel system.</p> <p>5=The company has been in operation for more than five (5) years in the travel management services and travel system</p> <p>4= The company has been in operation for four (4) years in the travel management services and travel system</p> <p>3= The company has been in operation for three (3) years in the travel management services and travel system.</p> <p>2= The company has been in operation for two (2) years in the travel management services and travel system</p> <p>1= The company has been in</p> | <p>Number of years the service provider has been in operation providing travel management services and travel system</p> | 10%    |

| No | Evaluation Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Guidelines for criteria application                                                                                                                                                                                                                       | Weight |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
|    | <p>operation for one (1) year in the travel management services and travel system with a valid registration.</p> <p>0=If the company has less than one year experience.</p>                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                           |        |
| 5  | <p>Provide reference to indicate experience and capability in managing travel management services and system.</p> <p>5=More five reference letters.<br/> 4=Four (4) reference letters.<br/> 3=Three (3) reference letters<br/> 2=Two (2) reference letters<br/> 1=One reference letter<br/> 0=Bidder did not submit any reference letters</p> <p><i>NB: if the reference letters do not indicate information required, they will be regarded as non-responsive and will be scored zero.</i></p> | <p>Reference letters from companies must indicate the relevant experience, duration of contract, company letter head, contactable reference, in the management of travel services. For the work done in last five years from the closing of this bid.</p> | 10%    |

Bidders are required to score a minimum of 70% points on functionality to qualify to be evaluated in the next level (**LIVE PRESENTATION OF THE TRAVEL MANAGEMENT SYSTEM**). Bidders who do not score the minimum of 70% points on functionality will be disqualified and not be evaluated on **LIVE PRESENTATION OF THE TRAVEL MANAGEMENT SYSTEM**

**BIDDERS WHO HAVE SCORED AT EVALUATION STAGE 70% AND ABOVE WILL QUALIFY TO PROCEED TO SECOND PHASE OF LIVE PRESENTATION OF THE TRAVEL MANAGEMENT SYSTEM.**

**VALUES: 1=Poor: 2=did not meet the requirements: 3= partially met the requirement: 4= meet the requirements: 5=Exceed the requirements**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                       |             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------|
| <p>Live presentation of the system:<br/>Travel booking process, approvals, issuing of travel vouchers/itineraries reporting etc.</p> <p>5 = User friendly system with manuals provided and training provided<br/>4 = User friendly system with no manuals and training provided<br/>3 = User friendly system but no training or manuals provided<br/>2 = Extensive training required to use system<br/>1 = Service provider did not provide details regarding system or training</p> | <p>The system is user friendly with basic requirements for an efficient travel management system.</p> | <p>100%</p> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------|

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

## 14. ADDITIONAL INFORMATION

### ANNEXURE A QUESTIONNAIRE (As per Evaluation Criteria)

|                                                                                                                                                                                                                              | Please indicate compliance<br>(Yes / No) and substantiate |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| <b>Generic System Question</b>                                                                                                                                                                                               |                                                           |
| <b>Travel Policy</b>                                                                                                                                                                                                         |                                                           |
| 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 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?                                                         |                                                           |
| <b>Booking Process</b>                                                                                                                                                                                                       |                                                           |
| 1. Does the system have a quoting system?                                                                                                                                                                                    |                                                           |
| 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?                                                                                                                       |                                                           |

|                                                                                                                                                  |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Navigation</b>                                                                                                                                |  |
| 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. Does indicate/display the is "no availability"                                                                                                |  |

|                                                                                            |  |
|--------------------------------------------------------------------------------------------|--|
| 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 planned trip is pending approval, are proposed reservations held with vendors? |  |
| 10. Does it display all participating vendors per travel categories,                       |  |
| 11 Can reservation changes be facilitated online for all the following vendor categories?  |  |
| 12. Are all category changes made tracked                                                  |  |
| 13. Does the system indicate unused tickets?                                               |  |
| <b>Workflow Approval</b>                                                                   |  |
| 1. Can the system have multiple approvers?                                                 |  |
| 2. Can the system support multiple approval groups?                                        |  |
| 3. Can the system accommodate emergency booking approval on online travel system?          |  |

|                                                                                                                                                                            |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 4. If a travel booking is changed, will it reroute for approval?<br>?                                                                                                      |  |
| <b>Transfers</b>                                                                                                                                                           |  |
| 1. Can the system facilitate transfer reservations with any vendor?                                                                                                        |  |
| 2. Can the system allow multiple travelers in a transfer?                                                                                                                  |  |
| <b>Accommodation</b>                                                                                                                                                       |  |
| 1. Does the system indicate/facilitate the accommodation reservations with B&B establishments not presented on any open central reservation system.                        |  |
| 2. Can the system systematically facilitate accommodation reservations with non – listed B&B vendors?                                                                      |  |
| 3. Can the system have multiple accommodations booking in one transaction i.e. different hotel for different travelers or different hotel for one traveler in one booking? |  |
| 4. Does the system support pictures of properties?                                                                                                                         |  |
| 5. Can the system have any user feedback on properties?                                                                                                                    |  |

|                                                                                                                                                              |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 6. Does the matching of the order to the invoice occur within the system?                                                                                    |  |
| 7 Can the system provide separate quotes for dinner, bed and breakfast?<br>8 Is it clear when breakfast or dinner is included in the price quoted for “bed”? |  |
| <b>Road Transport</b>                                                                                                                                        |  |
| 1. Can multiple pick up and drop off locations be supported within the online travel system?                                                                 |  |
| 2. <b>Can</b> the system have multiple cars booked for multiple travelers in a single booking?                                                               |  |
| 3. 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 kilometers included in the negotiated rate?                                    |  |
| 5. does a reservation that has been secured outside of the system be included on the system?                                                                 |  |
| 6. Can extras like GPS, additional drivers, etc. be booked on the system?                                                                                    |  |
| 7. Is the system able to compare the car invoice to the order purchase                                                                                       |  |
| 8. <b>Does</b> the system compare between road travel Company policy rates?                                                                                  |  |
| <b>Air Travel</b>                                                                                                                                            |  |
| 1. Can the system systematically facilitate name changes to low-cost carrier tickets?                                                                        |  |
| 2. Does the system manage cancelled flight tickets systematically?                                                                                           |  |
| 3. Does the system allow for unused flights tickets to be 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. does the system allow for variation in dealing with multiple travelers? |  |
| 7. Does the system control pre – seating and seat maps?                    |  |

| Profiles                                                                                                                                                                                                   |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 1. Can the system handle seating preferences?                                                                                                                                                              |  |
| Reporting                                                                                                                                                                                                  |  |
| 1. Does the system provide real-time reporting?                                                                                                                                                            |  |
| 2. Is the reporting provided available to client directly?                                                                                                                                                 |  |
| 3. <b>Does</b> the system allow for an order of air, road transport and accommodation.                                                                                                                     |  |
| 4. Accounts will be received at different times. Can the system provide reports with below contents:<br>a). All the transactions relating to the order.<br>b). What has been paid and what is outstanding. |  |
| Training                                                                                                                                                                                                   |  |
| 1. Do you provide online training?                                                                                                                                                                         |  |
| Billing Process                                                                                                                                                                                            |  |
| 1. Explain the billing process for system fees.                                                                                                                                                            |  |
| 2. <b>Hierarchy</b>                                                                                                                                                                                        |  |
| a). Does the system allow for amendments to hierarchies and other related policy amendments?                                                                                                               |  |
| 3. <b>Data Security</b>                                                                                                                                                                                    |  |
| a). Elaborate on measures taken to secure our data                                                                                                                                                         |  |
| Further Requirements of the Electronic Solution                                                                                                                                                            |  |
| 1. State average and maximum actual system response time for a complete travel booking, which includes road transport, airline tickets, and accommodation booking.                                         |  |
| 2. Does the Application to provide a historical record/audit trail of each administrative change that occurs within the application.                                                                       |  |
| 3. Does the application have easily understood system messages.                                                                                                                                            |  |
| 4. <b>Does</b> The application 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 (to match successful bidder invoices to authorize Orders to accommodate payments. (only exceptions should 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)                                                                                              |  |
| 9. <b>The system must</b> have a zero-tolerance level where the invoice value is different from the Order value by a configurable amount.<br>(Applies especially to accommodation and road transport).               |  |
| 10. Online/ 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. <b>The system</b> 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                          |  |
| 13. <b>The system must</b> have a report per traveler, which indicates the duration of stay, type of accommodation (such as Bed and Breakfast), and whether or not the traveler travelled.                           |  |
| 14. <b>The system</b> Have a report per user, which indicates significant actions taken by the user (such as travel booker creation, approvals, workflow changes, etc.)                                              |  |
| 15. <b>The system</b> Must have the ability to customize the reporting suite according to the NCR's requirements.                                                                                                    |  |
| 16. <b>The system</b> Must have the ability to export reports into a variety of formats (such as PDF, HTML, and CSV).                                                                                                |  |
| 17. <b>The system</b> Must allow for on-demand / adhoc / scheduled reporting.                                                                                                                                        |  |
| 18. <b>The system must have</b> Controls to protect the data in line                                                                                                                                                 |  |

|                                                                                                        |  |
|--------------------------------------------------------------------------------------------------------|--|
| with POPIA                                                                                             |  |
| <b>19. The system Must</b> support the capture of a reason for travel at the time of making a booking. |  |
| <b>20.</b> Is there benchmarking in the system?                                                        |  |
| <b>21.</b> How do you intend to support NCR with offline transactions?                                 |  |
| <b>22.</b> How do emergency requests get handled?                                                      |  |
| <b>23.</b> Propose how best to roll out the solution to all the various elements of NCR?               |  |
| <b>24.</b> Will the system flag/identify and prevent duplicate invoices and bookings?                  |  |

**10. 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<br>inclusive of<br>VAT |
|---------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Type                                                                                                                                  | Detail                                                                                                                      |                              |
| Domestic travel                                                                                                                       | Inclusive of changes. Bundled fee. All sectors (flight, road transport and accommodation).<br>Per traveler, 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.<br>3 times one-way bookings                                                                           | R                            |
| After hours Emergency assistance                                                                                                      | Not related to a technical issue                                                                                            | R                            |
| Any other costs/fees not mentioned above included but not limited to training or annual license fees per user                         |                                                                                                                             | 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)*

***END OF DOCUMENT***