RFP 29/2022: Provision of Travel Management and Related Services

Non-Compulsory (Virtual) Briefing Session Question & Answers

Last updated: 20/01/2023

#	Question	Answer
	Questions before the Briefing Session	
1	In your scope of works section 2.3.4 **Personnel Resources** - you mentioned that the minimum staff requirement is a total head count of 14 staff members. In the Note section below, you state that the TMC may recommend an optimum number of staff members. Can the TMC suggest a reduced number of staff based on the transaction volumes supplied and the note that SARS has the right to review staff on an ongoing basis.	**1. Number of Staff** • No , SARS requires a minimum number of 13 staff as per the RFP document excluding the admin back-office staff shared services as this must be determined by the TMC. Over and above the minimum number the Service Provider may provide the optimum number of staff required to successfully deliver a quality service at the level required by SARS per SLA. **2. Structure and skills set** • The Bidder must ensure the team allocated have the different skills level to service different SARS travel categories (i.e. VIP and Other Staff) and to ensure that there is a clear escalation mechanism or process.
2	Taking into consideration the POPI Act and PCI, kindly confirm if we may provide SARS with our standard employment requirements as outlined in our Job Specifications documents for the consultants. For Management we can provide specific details.	• All the information must be provided in the manner and format as requested in the tender documents inorder to allow SARS to conduct uniform evaluation of all bids received at the closing date and time. • SARS is fully aware and has implemented the POPIA requirements internally and with all our external operators to ensure full compliance to the requirements of POPIA.
3	Do you have an expense management system deployed currently. If yes, would the requirement be for the TMC to integrate into the expense	• We require more clarity on what is meant by an "expense management system". **Please kindly**

	system and if No, would the requirement be for the TMC to deploy an expense management system.	**provide further clarity to enable us to respond sufficiently.**
		• Currently all expenses are managed as follows:
		  ✓ **Flights**: all Flights are booked by the TMC using the SARS Dinners card and the TMC send all invoices to SARS Accounts payable to pay Dinners.
		  ✓ Land Arrangements (Shuttle service, Car rental and Accommodation-Service provider to source, contract and manage all payments directly with the Service Providers and then "**back -bill"** SARS at no cost **and SARS Accounts Payable division will reimburse the TMC accordingly.**

4	Risk management - Who is SARS' current supplier for risk management?	• The current short- term insurance broker is Marsh (Pty) Ltd who in turn source cover from various Insurers or underwriters on the market. NB: The contract for Marsh is however coming to end in June 2023 and the tender for short-term insurance services was advertised in December 2022 and currently in the market. • The TMC will be advised of the new Insurance Service Provider to be appointed from July 2023.
5	On the scope of work, should we not be able to offer some of the service or functionality, how would you want us to indicate this i.e., name change on the OBT?	• The scope outlines the minimum travel services we expect to enable the bidder to efficiently deliver the travel services to SARS based on our experience. The Bidder therefore need to provide accurate and full details and description of their booking system (s) and SARS will evaluate on the adequacy of the system during the tender technical evaluation process.
Questions During the Briefing Session		
6	Our company is in the process of applying for IATA accreditation. Can we tender in the interim,	• IATA accreditation is a mandatory requirement as this is a requirement for a TMC to be able to book the required travel services and therefore bidders who do

	and if awarded we will produce the IATA certification?	not meet this requirement will automatically be disqualified. The service provider must have the IATA accreditation at the closing date and time inorder to be compliant with this requirement.
7	If the travel request is made through SAP, this means that the online booking tool needs to be integrated with SAP?	• Currently SARS utilise SAP to capture the trip details and a workflow is automatically generated and sent to the TMC who then utilise their own booking system to finalise the booking and issue the itinerary, tickets and vouchers. We are happy to continue with the current arrangement. • However, should the bidder have their own custom online booking tool and want to implement it to make the process more efficient **"at no additional cost to SARS"**, this might require integration with SAP and therefore the implementation of such integration will have to be discussed between the Bidder and SARS SAP development team.
8	Do you require the VIP desk after hours as well?	• Yes, we require after hours service to be available to all SARS travellers whether VIP or not. However, it's up to the TMC (bidder) how they structure and resource their afterhours team and they don't necessarily have to split it with dedicated resources for VIP and another for other Travellers.
9	Do you require the offsite team to be working solely on SARS travel? Or can the TMC manage resources based on capacity and volumes?	• No, the TMC can manage other accounts as long as resources are available to deliver services to SARS as and when required. • Yes, the TMC must constantly assess the required resources to be allocated to SARS based on the prevailing actual volumes at a given point in time.
10	According to the pricing schedule, is the use of an Online Booking Tool the sole method for this tender? Are there any situations in which a SARS travel booker will need to contact an Agent to arrange bookings? If so, what percentage of	• No, the OBT is not the sole method of booking. Currently SARS is not utilising an online booking tool i.e., the SARS travel coordinator captures the trip details on the SAP system and a workflow is generated and automatically email to the TMC Agent

	bookings is this based on the overall volume of travel? The reason for this enquiry is that the current agency has detailed knowledge of past practices in this area and can accordingly adjust Management Fees. If there are no traditional bookings, it may be possible to offer the booking tool at a significantly reduced cost. Kindly provide further information in this regard	to finalise the bookings and issue all travel documents. • 100% percent (all) of travel bookings are currently done via the TMC. • As a minimum requirement, the Bidder must have a booking system that enables them to book all travel services and this must be interfaced in the backend to at least one of the following Global Distribution System (GDS) e.g. Travelport, Amadeus, Sabre etc • However, in addition to the GDS system, if the bidder has their own custom made online booking tool, they need to articulate and demonstrate how the system works and list the services & functionalities that SARS travellers will access when planning their travels i.e. if the bidders online booking tool allows SARS travellers to book directly , it would be added advantage however we have to be sure that implementation of such system will ultimately improve the travel booking process and also that it will not result in SARS incurring additional costs. NB: If the service provider has a travel system or portal which is not necessarily a booking tool, they must also indicate what system it is and how SARS employees can access such system. • **NB: Its not mandatory for SARS employees to access and book their trips directly on the TMC's OBT.**
11	Do you expect to transition your travellers to make their own bookings using the OBT, or would you require the consultants for the full duration of the contract? Are you looking at a hybrid solution from the beginning?	• The Service Provider must determine if we start with booking consultants and then transition to OBT. NB the transition to OBT will / can only be done if the benefits of such transition will outweigh the cost of using Consultants and if it will result in a more efficient management of the travel processes for SARS.

		• **NB: It's not mandatory for SARS employees to access and book their trips directly on the TMC's OBT.**
12	The IATA and ASATA certificates will still be for 2022 as they are only issuing new certificates from the end of the month/beginning of February	• All bidders are expected to have valid membership certificates at the time of bidding as well as during the full tenure of the contract.
13	Point 2.3.4: Personnel Resources Are the listed required minimum resources based on pre-Covid volumes or current SARS (2022) volumes?	• The required minimum resources were based on the maximum pre-covid volumes. These are the numbers deemed sufficient to provide the services. NB. over and above what is stated, It's up to the bidder to determine the skills-set and optimum number of resources sufficient to service different SARS travel categories (i.e. VIP and Other Staff) and to ensure that there is a clear escalation mechanism or process.
14	Should the B-BBEE Certificate be submitted in both the Technical File (under Pre-Qualification Documents) and Pricing File? Point 6.5.6 instructs that B-BBEE only be in the Pricing File with SBD 6.1?	The B-BBEE Certificate/ Affidavit and SBD 6.1 must be packaged in File 2 ,Exhibit 1.
15	When will the Service Agreement be uploaded, and can the link be shared here with the expected date of release ?	As soon as it is available it will be uploaded on the SARS website, bidders to check the SARS website on a regular basis
16	Supplier Risk Questionnaire: • In Table B7, can we list the suppliers as "Supplier A, Supplier B, Supplier C", etc? Or do we have to specify the supplier by name? • Table C3: we have NDA's with existing customers. Can we similarly list them as Customer A, B, C, etc?	This form must be completed in full. SARS is compliant with the POPI Act, and any personal information provided in this form will remain confidential and only be used for the purpose for which it is intended.
17	Is the dedicated team expected to solely work on SARS?	• No, the personnel may not work solely on SARS. NB. However it is critical that the team that gets allocated to SARS are appropriately skilled and constantly available to SARS to be able to deliver an optimum

		service within the turnaround times (TATs) agreed in the SLA.
18	Online booking tool – Should the system be accessible to travellers, are they going to make the bookings themselves?	1. As a minimum requirement, the Bidder must make bookings via a booking system that enables them to book all travel services and this must be interfaced in the backend to at least one of the following Global Distribution System (GDS) e.g. Travelport, Amadeus or Sabre etc 2. However, in addition to the GDS system, if the bidder has their own custom made online booking tool, they need to articulate and demonstrate how the system works and list the services & functionalities that SARS travellers will access when planning their travels i.e. if the bidders online booking tool allows SARS travellers to book directly , it would be added advantage however we have to be sure that implementation of such system will improve the travel booking process and also that it will not result in SARS incurring additional costs. NB: If the service provider has a travel system or portal which is not necessarily a booking tool, they must also indicate what system it is and how SARS employees can access such system. NB: NB: It's not mandatory for SARS employees access and book their trips directly on the TMC's OBT.
19	Please note that there is an error in the formula in column E of the pricing schedule shared. While it correctly factors in VAT, it does not factor in the quantity in column C.	Please note that the service provider is expected to provide a fixed cost for the provision of the services, hence the total price in column E is not affected by the quantity provided.
	General & Important	
20	Bidders must carefully read the RFP document and its annexures.	
21	Bidders are advised to regularly visit the SARS website for any up-dates	