

## RFP 43/2023: Provision of travel management and related services

### Questions & Answers

Closing Date: 25 June 2024 at 11:00

#	Question	Answer
1.	Does SARS have a travel policy, if so please provide us with a copy?	Yes, SARS does have a travel policy. SARS will provide the policy to the appointed bidder.
2.	Would SARS require an Expense Management Solution linked to your travel to allow total cost of trip as mentioned in your process flow?	SARS currently uses SAP to generate a SAP trip workflow indicating the travel services requested by the traveller. The SAP trip workflow is sent to the TMC to finalise the bookings with the relevant service provider, who will in turn invoice the TMC and the TMC will bill back SARS. We therefore do not require an Expense Management Solution as the <b>TMC is expected and must provide all the travel expense analysis reports required by SARS as detailed in the RFP.</b>
3.	Will the SARS account operate as totally online using the TMC's OBT or would all travel be booked offline besides flights?	All bookings must be online using the TMC's OBT system, (e.g. GDS,) and no offline bookings (cash/manual transactions), will be permitted by SARS.
4.	Please provide us with the template for SARS recon and payment terms thereof. (2.3.1.10 f).	The Diners card reconciliation template for all airline bookings as well as the EFT reconciliation for land arrangements will only be provided to the winning bidder.
5.	Define the SARS process of submitting quotes?	For domestic trips, the TMC receives the SAP trip workflow and sources the most cost-effective quotes for the specific services as requested by the traveller. For international trips, SARS requests the TMC to source the 3 most cost-effective quotes from travel service. An overview of the SARS travel request process will be explained in detail to the winning bidder during the onboarding process.
6.	Based on the SAP approval process – an email gets sent through for booking and maybe it is sent the day before confirmation how does SARS manage the flight price changes? Would SARS consider a process change?	The TMC proceeds to finalise the bookings based on the approved SAP workflow. However, should there be any price change, the TMC must inform the requestor before finalising the booking. No, because all bookings must be preapproved by SARS.

#	Question	Answer
7.	2.8.1 – Company profile – minimum of 3 international tour operators is this specifically for accommodation?	All travel requirements/services (transport, accommodation, etc).
8.	2.3.4 Personnel Resources We understand the requirement to submit CVs for the tender. Is it acceptable to provide the CVs of our current staff and specify the additional staff we plan to recruit?	The 13 resources must be employed by the bidder at the time of submitting your bid as per the requirement stipulated in paragraph 2.3.4 of the RFP document. A bidder can add/employ the admin shared staff upon award of the contract.
<b>General and Important</b>		
9.	Bidders must carefully read the RFP document and its annexures.	
10.	Bidders are advised to regularly visit the SARS website for any updates.	