

## REQUEST FOR PROPOSALS: TRAVEL MANAGEMENT (2014 – 2016)

### CONTRACT FOR CONSULTANT/SERVICE PROVIDER: SA CITIES NETWORK TRAVEL MANAGEMENT

#### 1. Introduction

The South African Cities Network (SACN) was established in 2002 by the Minister for Provincial and Local Government (now Department of Cooperative Governance and Traditional Affairs), in collaboration with the mayors of South Africa's largest cities and the South African Local Government Association (SALGA), with the mandate to

- promote good governance and management of its member cities;
- Analyse strategic challenges facing South African cities, particularly in the context of global economic integration and national development challenges;
- Collect, collate, analyse, assess, disseminate and apply the experience of large city government in a South African context; and
- Promote shared-learning partnerships between different spheres of government to support the management of South African cities.

South African Cities Network (SACN) is a network of the largest municipalities in the country. The SACN member cities are Johannesburg, Tshwane, Ekurhuleni, Mangaung, Buffalo City, Nelson Mandela Bay, eThekweni and Msunduzi. The network is mandated to a Strategic Plan for the period 2011/12 to 2015/16 which is its third 5-year cycle of business planning. The plan's overarching goal is to enable South African cities' understanding of, preparedness for, and performance in playing their respective roles in driving local and national development. Towards this, the SACN has established the following strategic priorities for the period:

- enable cities to act with a better understanding by enhancing their supporting policy, planning and data infrastructure;
- transform the built environment function in cities, in particular by enabling effective strategies and systems for addressing spatial planning and land use, sustainable human settlements, and public transport; and
- deal decisively with key vulnerabilities facing cities, in particular around the issues of natural resources, municipal finances, human capacity, and socio-political stability.

## 2. Purpose

Against this background the SACN is seeking the services of an consultant / service provider to manage the organisation's travel and accommodation requirements.

The basic responsibilities of the service provider are;

- ✿ Providing reasonable assurance that all travel arrangements undertaken by them are done in accordance with the relevant standards and other requirements and are in accordance with the authorities that govern them;
- ✿ Providing constructive advice that will help the Network to be more efficient in their travel habits and help improve travel expenditure.

## 3. Objectives

- 1) The objective of this RFP is to assist the SACN in its efforts to manage its travel program.
- 2) Cost savings priority (savings achieved by lower transactions costs, management fees or service level changes.)
- 3) Enhanced Service Offerings (i.e., Service levels, security, disaster recovery)

## 4. Scope of work

The work involves:

- 1) Global reservation process;
  - ✿ Arrange reservations with air, hotel, car rentals, venue hire and shuttles,
  - ✿ Offer lowest available rates on air, car, hotel, and other suppliers as requested
  - ✿ Book preferred seating, request special meals and other services as governed by traveler profiles, document itinerary
  - ✿ Comply with situation specific Corporation travel policy and trip approval requirements
  - ✿ Waitlist if necessary and confirm cleared waitlists, communicate results to traveler or traveler planner
- 2) Fare Search;
  - ✿ Provide continuous low fare search where applicable

### 3) Traveller Profile Maintenance

- ✿ Provide timely and accurate input of traveller profiles
- ✿ Maintain traveller profile.
- ✿ Profiles updated or deleted as required for terminations and new employees.

### 4) Hotels

- ✿ Provide lowest hotel rate options using the negotiated hotel rates of corporation, agency or lowest market available

### 5) Service information

- ✿ Consultants should have a minimum of 3 years' experience making reservations with airlines, hotels, car rental, and shuttle reservations.
- ✿ Mutually agreed upon service level standards developed for consultants.
- ✿ Performance monitored on an agreed upon evaluation time period to ensure service level standards are met.

## 5. Duration

Work under this contract will commence upon signature of a service delivery contract and is expected to run to the end of June 2016.

## 6. Call for proposals

Please provide SACN with an all-inclusive proposal for undertaking this assignment. Prices should include VAT.

Issue RFP	11 November 2014
Deadline for questions regarding RFP	19 November 2014
Deadline for submitting of proposal	24 November 2014
Evaluation of proposals	26 November 2014
Notification of selected bidder	28 November 2014

Proposals will be evaluated on the basis of (a) demonstrated expertise; (b) value for money (c) PDI status of the company.

Please e-mail your queries before end of business on 19 November 2014 and proposals and quotes to [Lebo@sacities.net](mailto:Lebo@sacities.net) before the end of business on the 24 November 2014.