

DEPARTMENT OF TRANSPORT

INFORMATION FOR THE TRAVEL MANAGEMENT COMPANY CONTRACT



transport

Department
Transport
REPUBLIC OF SOUTH AFRICA

OBJECTIVE

- **To appoint a Travel Management Company to:**
- Provide the Department of Transport with the travel management services that are consistent and reliable and will maintain a high level of traveller satisfaction in line with the service levels.
- Achieve significant cost savings for the Department.
- Appropriately contain the Department's risk as well as traveller risk.



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SERVICES

- Domestic, regional and international air tickets
- Domestic accommodation
- Ground transport
- Conference venues
- Regional and international accommodation and ground transport in the event that DIRCO is unable to assist.



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POLICY & REQUIREMENTS

- Departmental Travel Policy
- Departmental Financial Delegation
- Applicable Treasury and DPSA Directives
- PFMA Act 1 of 1999 as amended
- Treasury Regulations issued in terms of the PFMA
- Cost Containment Instructions issued by the National Treasury (from time to time)
- Applicable order forms (Trip Authority(VA26) Form)



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REQUIREMENTS FOR SERVICE DELIVERY

- In house consulting
- After hours service
- The Department executive (from level of Minister to the Deputy Director General) must at all times be given preference and a Senior Consultant must be allocated to service these members, including after-hour line.



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SCOPE OF SERVICE

- **AIR TRAVEL**
- The TMC will upon receipt of the approved Trip Authority Form (VA26) provided by the traveller or the travel Booker issue the required tickets immediately and send it to the traveller or travel Booker via the agreed communication medium.
- The TMC will be required to procure the most cost effective fares possible for domestic travel and the airline which provides the most cost effective route and thereafter practical routing for international travel.
- The class of seat that may be booked for travellers is set out in the Department's Travel Policy and National Travel Policy Framework, as may be amended from time to time.
- The TMC must have a system of recording tickets booked per day and manage open tickets and re-issue when the traveller uses the same route.
- The TMC will manage the unused tickets on behalf of the Department and where necessary cancel the tickets for domestic flights within the required time and international tickets immediately.
- The TMC will be required to assist with the issuing of travel insurance in bookings for official trips outside the country, dayrooms and excess baggage vouchers within the limit imposed by the airline carriers and upon receipt of the written approval by the delegated authority described in the Department's Travel Policy.



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SCOPE OF SERVICE

- **ACCOMODATION**
- The TMC will upon receipt of the approved Trip Authority Form (VA26) provided by the traveller or the travel booker book and issue the accommodation vouchers immediately and send it to the traveller or travel booker via the agreed communication medium.
- The expenditure for domestic accommodation must be within the maximum allowable rate as set out in the Department's Travel Policy and National Travel Policy Framework, as may be amended from time to time.
- The TMC must ensure that accommodation is reasonable and most economical in terms of pricing and location.
- Cancellations and amendments must be done promptly to guard against no shows and late cancellation penalties.
- The TMC will also be required to fax or email the relevant vouchers to the supplier.
- Regional and international accommodation may be booked in the event that DIRCO is unable to assist and a written confirmation from the Directorate International Relations must accompany the request.



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SCOPE OF SERVICE

- **GROUND TRANSPORT**
- Ground transport includes self driven vehicles and transfers which can also include bus and coach services.
- The TMC will upon receipt of the approved Trip Authority Form (VA26) provided by the traveller or the travel Booker and issue the required ground transport vouchers immediately and send it to the traveller or travel Booker via the agreed communication medium.
- The vehicle category that may be booked for travellers is set out in the Department's Travel Policy and National Travel Policy Framework, as may be amended from time to time.
- A fuel card for self driven vehicles may be issued upon receipt of written request from the traveller or travel Booker.
- The TMC should manage the shuttle companies on behalf of the Department and ensure compliance with minimum standards.
- Regional and international ground transport may be booked in the event that DIRCO is unable to assist and a written confirmation from the Directorate International Relations must accompany the request.



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SCOPE OF SERVICE

- **CONFERENCE FACILITIES**
- The TMC will be required to procure conferencing facilities or venues on an ad hoc basis.
- The travel booker or the official organising the event will specify the requirements for the event in writing and the TMC will identify at least three suitable venues for inspection which will be arranged by the TMC with other Government Departments as first preference.
- Once the site has been inspected the TMC will obtain a quotation which will be persuaded and discussed by the organisers of the event ,TMC and should a need arise a representative from Travel Services before recommendation is made.
- A Conference booking form will be completed by the Department and authorised in terms of the Procurement Delegations.
- The TMC will obtain a contract and submit to the Department for perusal and signature before any deposits is paid to the supplier.
- The TMC will inspect the venue at least one day prior to the commencement of the event to ensure that the requirements for the event, as agreed to with the supplier, have been met.
- The TMC will be required to manage the expenditure in respect of the conference to ensure that the agreed costs does not exceed and that any refunds due to the Department is returned immediately after the event.



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INVOICES

- Payments of flight tickets and accommodation abroad will be made using the Department's Diners Lodge Card.
- The Department's Diners Lodge Card has a limit which cannot be exceeded.
- Payments of conference venues, domestic accommodation and ground transport will be made using the TMC credit facility.
- The TMC will submit the invoices together with supporting documents such as the Trip Authorisation Form (VA26), Trip Amendment Form, vouchers for accommodation and ground transport, e-ticket, cost comparison for conference venues, meal slips, refund breakdown from the airlines, proof of lodge card transactions in respect of ticket refunds and invoice from the supplier for purposes of payment process.
- Valid Invoices should be submitted within 30 days from date of service.
- All queries raised by the Department must be resolved and submitted within 30 days from the date of service.



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MANAGEMENT REPORTS

- The Travel Agent must submit reports on the 10th Day of each month.
- The raw data forming the basis of the reports must be provided in an electronic format (MS Excel)
- Ad hoc reports will be requested through the year as the need arises.



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MANAGEMENT REPORTS

The management reports includes but not limited to the following:

Travel:

- After hours report
- Compliments and complaints reports
- Consultant productivity report
- Long term accommodation and car rental
- Extension of business travel to include leisure
- Upgrade of class of travel (air, accommodation and ground transport.
- Bookings outside the Travel Policy and applicable prescripts
- MIS (Department's expenditure per Branch)



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MANAGEMENT REPORTS

- **Finance**
 - Reconciliation of commissions or any volume driven by incentives
 - Creditor's ageing report
 - Creditor's summary payments
 - Daily invoices
 - Reconciled reports for Travel Lodge Card statement
 - No show report
 - Cancellation report
 - Receipt delivery report
 - Monthly Bank Settlement Plan (BSP) report
 - Refund Log
 - Open voucher report
 - Open Age Invoice Analysis



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- **QUERIES TO BE DIRECTED TO:**

- **MashiniJ@dot.gov.za**
- **MkhariT@dot.gov.za**
- **MashileL@dot.gov.za**



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