



**MINUTES**

<b>Meeting</b>	<b>Non-compulsory briefing session: Appointment of a Travel Management Company (TMC) to Provide Proposals for the Provision of the Travel Management Services for a Period of Three Years</b>		
<b>Date</b>	02 May 2019		
<b>Time</b>	10H00-11H00		
<b>Venue</b>	INSETA Boardroom		
<b>Attendees</b>	Phiwokuhle Gawulana (PG)	Demand, compliance and contract management	
	Adeline Singh	Skills Planning Manager	
	Lebogang Phaleng (LP)	SCM	
<b>Item No</b>	<b>Agenda Items</b>		
1	<b>Opening</b> PG welcomed everyone to the briefing session and declared the meeting opened. He requested all prospective bidders to complete the attendance register. He stated that attendance to the session is non-compulsory, meaning that other service providers who did not attend the session will be allowed to submit their bids. The proceedings of the session will be recorded and can be retrieved at any time.		
2	<b>Matters discussed</b>  <b>2.1 Technical Requirements</b>  PG took the attendees through the terms of reference /technical requirements as follows: <ul style="list-style-type: none"><li>- INSETA is looking for a travel management company (TMC) to provide travel management services for 3 years.</li><li>- It is anticipated that the bid process to be finalized by mid may.</li><li>- The TMC will be required to offer a 30 days payment facility in line with the PFMA requirements.</li></ul>		

*P. G. G.*

- INSETA requires a 24hours response time in processing all requests, queries, changes and cancellations. For cost saving purposes, INSETA will provide enough time to the TMC.
- Afterhours emergency services will be required in cases of urgent requests.
- Bidders are expected to have a software that would enable them to compare prices for different accommodation and flight facilities.
- INSETA requires value added services such as: warnings, weather forecasts and travel alerts.
- INSETA will be using the government negotiated rates for travel.
- The maximum rates in line with the Travel Management Framework will be used for accommodation purposes.

PG highlighted the following, in respect of the evaluations:

- a) TMCs will be evaluated against the compulsory requirements and the functionality evaluation criteria will not apply.
- b) The first stage of evaluation will be the compliance requirements. Bidders are required to complete and sign the Standard Bidding Documents (SBDs) for compliance purposes.
- c) The second stage is the compulsory requirements and third stage is price comparison in line with the 80/20 principle.
- d) All bidders including INSETAs current TMC are required to submit a transition plan.
- e) INSETA has provided a pricing schedule as Annexure A of the bid documents. The total of all line items will be used for comparison and evaluation purposes over a 3-year period.
- f) Bidders have until 05 May 2019 to send through their queries or clarifications.

PG took everyone through the following mandatory requirements:

- (a) Provide a company profiles reflecting that the TMC has provided travel management services for a minimum period of five (5) years or more and contactable list of clients serviced over this period.
  - INSETA reserves a right to contact the clients and verify the service providers experience.
- (b) Provide a detailed transition plan for implementing the service without interruptions, the plan must consist of the following points:
  - Take over process (for a period that is not more than two weeks) from the current travel management agent.
  - How travel services will be continuously provided from current travel agent, without any delays



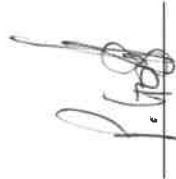
- Assignment of experience personnel to ensure that services is provided without delays and disruptions, a CV of the INSETA assigned account manager must be provided with a minimum of five years' experience in providing similar services.
- (c) Submit a three (3) written reference letters from three (3) different clients where the TMC has successfully provided travel management services (including: flight bookings, Car hire, accommodation, meeting venues and shuttle services). Reference letters must be for services provided within the last three (3) years from the advert date of this bid and complying with the following;
- At-least one (1) of the three (3) reference letters must be for services provided for an unbroken period of twelve (12) Months.
  - Reference letters must be signed, contactable and be in the referring company's letterhead.
- (d) The TMC must be a valid and registered member of the association of South African Travel Agents (ASATA). ASATA Registration Certificate must be provided.

NB! Failure to provide the above-mentioned compulsory requirements, will lead to proposals being disqualified and will not be evaluated further on Price and BBBEE.

**Questions and Answers**

Question/comment	Answers
1. It is not always possible to get three quotations as there might not be three flights for instance.	In cases where the TMC is unable to get three quotations, it must be substantiated by supporting evidence.
2. Are reconciliation for bill backs required?	Yes, the appointed TMC will be expected to provide reconciliations for bill backs.
3. Does INSETA get notified when the credit card limit is reached?	Currently, no. But is it is something that can be looked at together with the appointed TMC. The limit will be adjusted by finance.
4. Is INSETA looking to have a booking tool?	In terms of the procedures, requests will be processed manually. So there will be internal approval of documentation before

		<p>sending to the TMC. The TMC will then be required to use their tool to place bookings.</p> <p>It can be an add-on. The standard requirements are that INSETA wants to forward the request to the TMC to process the booking. However, if bidders have an option that can be of value add to INSETA, they must put proposals for such, separately from the standard requirements advertised.</p> <p>Yes, bidders must factor in the escalations in year 2 and 3 of the pricing schedule.</p> <p>Bidders must submit an original and 1 copy.</p>
<p><b>3</b></p>	<p><b>Closure</b> PG thanked everyone for attending and declared the briefing session closed.</p>	



Phiwokuhle Gawulana

Demand, Compliance and Contract Management

Date: