

## TERMS OF REFERENCE

### APPOINTMENT OF A TRAVEL AGENCY TO PROVIDE TRAVEL RELATED SERVICES TO THE COLLABORATIVE AFRICA BUDGET REFORM INITIATIVE (CABRI)

#### 1. Purpose

To appoint a travel agency with extensive international and regional travel management experience to coordinate and manage CABRI's travel requirements for a period of 3 years.

#### 2. Background

The Collaborative Africa Budget Reform Initiative (CABRI) is an intergovernmental organisation that provides a platform for peer learning and exchange for African ministries of finance, budget and planning.

The organisation is governed by three bodies: The General Assembly, the Management Committee and the Secretariat. An international agreement establishes CABRI.

CABRI has a diverse membership base, consisting of 16 countries that have formally acceded to the international agreement. CABRI currently works with around 40 African countries.

Detailed information on CABRI can be found on our website:

<http://www.cabri-sbo.org>

#### 3. Objective

To procure the services of a travel management company, that is a fully accredited member of the International Air Transport Association (IATA), who can coordinate and manage CABRI's travel requirements efficiently. These services must be of exceptional standard and delivered timeously taking into consideration that in some instances, lead times may be short.

CABRI intends to contract the suitably qualified travel management company for a period of 36 months.

#### 4. Scope of work

Responsibilities of the travel management company

- The travel management company will be required to provide an online booking tool, arrange travel (air and ground), accommodation and travel insurance on request by the Secretariat. Each request should adhere to CABRI's Rules and Procedures.<sup>1</sup>
- To provide CABRI with value for money where applicable bearing in mind that a traveller may also prefer a more convenient routing.

Frequency of services

---

<sup>1</sup> Should you wish to view CABRI's Rules and Procedures on travel and procurement, please contact Ms Jade Naidoo ([Jade.Naidoo@cabri-sbo.org](mailto:Jade.Naidoo@cabri-sbo.org))

- The Secretariat purchases an average of 450 international and regional return air tickets per annum for official business purposes.

#### Spend projection

- The total travel spend per annum is approximately R8m.

#### Range of services required from the travel management company

- Online booking tool where the Secretariat;
  - Can book and manage business travel using a customisable pre-trip planning process that enables CABRI to approve, reject and request changes;
  - Keep track of ongoing trips, future bookings and complete insight into travel spending; and
  - Streamline travel using a mobile app;
- International and regional air travel where;
  - Booking confirmations and air tickets are provided within 2 hours of receipt of request and/or receipt of a CABRI purchase order;
  - Air tickets resulting from changes in routes, fare structures are reconfirmed and revalidated;
  - The Secretariat is informed of notifications of airport closures, flight cancellations and flight delays;
  - Reimbursements with respect to cancellation and/or reissuance of air tickets are submitted and progress tracked; and
- Accommodation where;
  - A minimum of 3 quotations are received considering the limit set out for the cost of accommodation, the grading of the hotel and the proximity of the hotel to meeting venues and airports;
  - Accommodation can be booked and paid for within 24 hours of receipt of request and/or receipt of a CABRI purchase order;
- Transfers where;
  - A professional and reliable shuttle company provides, point to point chauffeur services, airport and group transfers.
- Policy Management where;
  - The Secretariat is provided with regular detailed reporting on the services provided;
  - Be available for meetings at CABRI's offices as and when required by the Secretariat;
  - Traveller's profiles are created and regularly updated for accuracy;
  - Areas of improvement are identified
  - Complaints received from travellers are investigated.
- 24 Hour Service where;
  - The travel management company is reachable for any emergencies and able to provide afterhours assistance on any of the above range of services.

## 5. Knowledge, skills and attributes

#### Expectations from the travel management company

- To provide CABRI with a dedicated and suitably qualified team of personnel with at least 5 years technical expertise and extensive experience in international and regional travel management.

- Have the required equipment, systems, facilities and infrastructure that is utilised in the travel industry.
- To issue air tickets from airlines that do not necessarily have to touch down in South Africa.
- To demonstrate a sound financial position by providing audited financial statements.
- Have a robust and effective accounting system.
- Able to provide the requisite services within the time frames specified irrespective of the quantity of requests received from the Secretariat.

#### **6. Deliverables and working arrangements**

The successful bidder will be expected to work from their premises and preferably be based or have an office in Pretoria or Johannesburg.

The following deliverables are expected

- Timely delivery of all documentation (preferably electronic) to the Secretariat, including quotations, confirmations, vouchers and electronic tickets.
- CABRI requires 2 dedicated travel consultants (Fluency in French and/or Portuguese is highly advantageous).
- Provide the Secretariat with a weekly interim and final monthly statements inclusive of refunds received. The statements should be accompanied and supported by detailed invoices and other relevant documentation.

The appointed travel management company will report to CABRI's Events Manager.

#### **7. Project duration and payment terms**

CABRI will enter into a 3-year contract with the appointed travel management company. The travel management company will be responsible for the settlement of all accounts, including third parties, in relation to all CABRI requests. Payment to the travel management company will be made monthly in arrears.

#### **8. How to proceed**

The proposal should include

1. A completed supplier application form
2. A completed ownership of business form
3. A completed electronic payment instruction form
4. A completed proposed fee structure for travel management services form
5. The company profile
6. A description and proof of qualifications and experience of key staff dedicated to the CABRI Secretariat.
7. Information on previous experience working with similar corporate clients (At least 2 written and 3 contactable references).
8. Information on business partners/affiliates.
9. Proof of IATA accreditation.

10. Most recent audited financial statements
11. A detailed motivation and description of processes related to the scope of work (Clause 4)
12. A list of value added services and benefits to CABRI

**FAILURE TO ATTACH ANY OF THE ABOVE LISTED DOCUMENTATION WILL LEAD TO DISQUALIFICATION**

The proposal must be submitted sealed and labelled as follows:

**Ms Jade Naidoo  
CABRI  
Bid Number: CABRI.02.2023  
Southdowns Ridge Office Park  
Block F Unit FF02B  
Corner John Vorster and Nellmapius Drive  
Irene  
0062**

**Tel: 060 9955381**

**Soft copy emailed to [jade.naidoo@cabri-sbo.org](mailto:jade.naidoo@cabri-sbo.org)**

**Closing date: Friday, 03 February 2023 @ 10:00am**

**9. Special conditions of the contract**

CABRI reserves the right not to appoint any company to undertake this project. Depending on the quality of the services rendered, the CABRI Secretariat reserves the right to limit the scope of/or terminate the agreement at any stage.

**10. Evaluation of bids**

All accepted short-listed bids will be evaluated according to the following criteria.

0= No information      1= Poor 2=Fair      3=Good4=Excellent

<b>Scoring criteria</b>		<b>Weight/=100</b>
Price – Value for Money (Competitiveness of rates quoted)		15
Qualifications and Experience	Technical expertise and extensive experience in international and regional travel management (At least 10 years)	10
	Competency of team members dedicated to CABRI (At least 5 years technical expertise and experience)	10
	Overall performance on previous contracts with similar corporate clients (contactable references)	5
	Language competency (French and/or Portuguese)	5
Financial Governance	Audited financial statements	5
	Accounting and reporting system	5
Approach, understanding of the contract objective and scope of work	Quality of the administrative, ticketing and tracking systems	10
	Ability to meet deadlines i.e. turnaround times	15
	Competency to perform	15
	Value added services and benefits to CABRI	5