

**ANNEXURE B – TERMS OF REFERENCE: APPOINTMENT OF TRAVEL MANAGEMENT  
AGENCIES (PANEL APPOINTMENT)**

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## **1. ORGANISATIONAL OVERVIEW**

Soul City Institute (SCI) is an intersectional feminist organisation working to ensure that girls, young women, and gender minorities enjoy substantive equality, with access to resources and opportunities that enable them to live fulfilling lives

SOUL CITY is guided by the South African Constitution, with a focus on parts such as Section 27 that outline that everyone has the right to have access to healthcare services, including reproductive healthcare. We work tirelessly to make these and other rights such as the right to freedom, dignity and equality a reality for all, particularly for those who find themselves on the margins of oppression. SCI operates according to the principles and values of human rights, using an intersectional approach to ensure that nobody is left behind in the goal of eradicating poverty and ensuring equity for all.

## **2. BACKGROUND**

SCI staff and project teams frequently undertake local and international travel in the execution of donor-funded and programmatic activities. To ensure compliance, consistency, and cost-effectiveness in travel arrangements, SCI intends to appoint up to two (2) Travel Management Agencies to a non-exclusive panel arrangement to ensure service continuity, operational resilience, and value for money.

The appointed agency will provide comprehensive travel services. These services will initially be guided by SCI's existing Travel Policy (V201706/29/1), which outlines procedures for bookings, authorizations, and controls. A key deliverable of this appointment is the collaborative review and update of this policy to align with the new automated operating model and donor requirements. The overarching goal is to secure efficient, transparent travel management that provides value for money and strict adherence to institutional and donor compliance.

SCI currently operates under a legacy, manual travel administration process as set out in its existing Travel Policy. Through this appointment, SCI intends to transition to an automated travel management model supported by the appointed bidder's systems. The existing Travel Policy will be reviewed and updated during the contract period to align with the new operating model and operational realities introduced by the appointed agency.

Appointment to the panel does not constitute an exclusive arrangement, nor does it guarantee any minimum volume or value of work. SCI retains full discretion to allocate travel requests to any panel member, or to procure travel services outside of the panel where operationally or strategically required.

## **3. SCOPE OF WORK**

The scope of work described below applies equally to all Travel Management Agencies appointed to the panel. SCI will allocate travel requests among panel members at its sole discretion, taking into account operational requirements, availability, performance, cost-effectiveness, and risk considerations. SCI is under no obligation to allocate work equally, sequentially, or at all to any panel member.

### **3.1. Travel Bookings and Reservations**

- Facilitate all domestic and international bookings for flights, accommodation, conferencing, vehicle hire, and shuttles in line with SCI's Travel Policy.

- Ensure that economy class is the standard for air travel, with any upgrades requiring prior written approval.
- Provide the most cost-effective and logical itineraries while considering traveller safety and convenience.
- Offer booking assistance through multiple channels (email, online portal, and telephone) during and after working hours.

### **3.2. Car Hire and Transfers**

- Arrange vehicle rentals according to SCI's approved class (Group B vehicles), ensuring valid insurance coverage and safe travel arrangements.
- Manage shuttle and transfer services to/from airports and venues, prioritising reliable and vetted operators.

### **3.3. Accommodation and Conferencing**

- Book accommodation in 3-star establishments or equivalent, with 4-star options only when justified and approved.
- Source conference venues that are cost-effective, accessible, and suitable for SCI's events, workshops, or meetings.
- Negotiate preferential rates for accommodation and conferencing packages that include meals, venue hire, and standard audio-visual equipment.
- Ensure all bookings comply with SCI's per diem and accommodation policies and secure negotiated corporate rates where possible.
- Manage cancellations and changes to bookings efficiently to prevent "no-show" or penalty fees.

### **3.4. Cancellations, Changes, and Refunds**

- Handle all travel and accommodation changes, cancellations, and refunds efficiently and transparently.
- Document reasons for cancellations and ensure adherence to SCI's authorisation and cost recovery procedures.

### **3.5. Account Management & Reporting**

- Maintain a dedicated travel consultant or account manager for SCI.
- Provide detailed monthly travel and accommodation reports showing bookings, traveller names, costs, savings, and project allocations.
- Reconcile travel expenses and unutilised tickets, credit notes, and refunds.
- Track conference bookings and provide consolidated reports on expenditure per event or project.
- The bidder's system must capture SCI project and cost-centre codes at the point of booking and reflect these accurately on all invoices and management reports

### **3.6. After Hour & 24/7 Emergency Support**

- Provide after-hours and emergency support for flight cancellations, delays, re-bookings, or other travel disruptions.

### **3.7. Compliance & Risk Management**

- Ensure that all travel, accommodation, and conferencing arrangements adhere to safety standards, visa regulations, and insurance requirements.
- Comply with SCI's internal approval processes and donor travel and procurement policies.

### **3.8. Value-Added Services**

- Negotiate corporate and NGO discounts with airlines, hotels, conference venues, and car hire companies.
- Negotiate favourable commercial terms with airlines, accommodation providers, conferencing venues, and car hire companies, excluding SCI's fixed payment terms
- Offer traveller profiles for frequent travellers to ensure consistency and efficiency in bookings.
- Provide exceptional good advice on travel arrangements beyond carrying instructions on booking requests
- Maintain systems for secure traveller data management and compliance with POPIA.

### **3.9. System/Technology Requirements**

- SCI currently operates without ERP integration. While ERP integration is not required at this stage, the proposed system should demonstrate scalability and the potential for future integration with financial systems such as Sage.
- Any proposed system must be compliant with POPIA and support secure user access, approvals, and audit trails.

### **3.10. Policy Review and Co-Development**

The appointed Travel Management Agency shall collaborate with SCI to review and update the organisation's current Travel Policy. This is a key deliverable arising from the transition to an automated travel management model.

- *Deliverable:* Provide expert input and recommendations to align SCI's Travel Policy with best practices, the operational realities of the new booking system, and evolving donor compliance requirements.
- *Timeline:* A formal policy review workshop shall be scheduled within the first three (3) months of the contract period, with draft updates submitted for SCI's review.
- *Objective:* The final output will be a practical, updated Travel Policy that supports efficient service delivery, clear controls, and value for money.

#### **4. EXPERTISE AND CAPACITY REQUIREMENTS**

Bidders must demonstrate the following capabilities:

- **Accreditation:** IATA and ASATA registration.
- **Experience:** Minimum of 8 years' experience providing travel management, accommodation, and conferencing services to NGOs, corporates, or donor-funded entities.
- **Systems Capability:** Ability to manage online bookings, approvals, and traveller profiles securely. SCI currently utilises a manual, paper-based travel process without ERP integration; therefore, the successful bidder must provide access to a suitable online booking and management system, inclusive of training for designated SCI staff members.
- **Account Management:** Proven capacity to offer dedicated account support with escalation mechanisms.
- **Financial Controls:** Capacity to provide reconciled invoicing and detailed reporting aligned to project or cost centre codes.
- **References:** At least three (3) signed reference letters from current or previous clients with similar travel management requirements.

#### **5. ESTIMATED CONTRACT PERIOD**

The contract will be valid for a period of twenty-four (24) months, renewable annually subject to the availability and approval of donor funding and satisfactory performance review.

#### **6. HANDOVER AND TRANSITION ARRANGEMENTS**

The successful bidder will be required to undertake a comprehensive handover and transition process to ensure uninterrupted travel management services.

- A handover period of two (2) months will be allocated immediately following the award of the contract.
- During this period, the newly appointed bidder will work closely with the two current service providers to ensure the smooth transfer of all active bookings, traveller profiles, negotiated rates, and outstanding credit notes.
- The bidder must outline an approach for managing and honoring outstanding credit notes transferred from outgoing agencies
- The bidder must develop a transition plan detailing milestones, responsibilities, and timelines for assuming full operational control.
- SCI will facilitate coordination between the outgoing agencies and the successful bidder. The bidder will be responsible for leading the transition process and ensuring full operational readiness within the handover period
- The bidder must also ensure that its booking and reporting systems are fully operational, tested, and accessible to SCI staff before assuming full responsibility for service delivery.
- Where more than one agency is appointed to the panel, the transition and handover arrangements will be coordinated to ensure no duplication or disruption of services.

## **7. PROPOSAL SUBMISSION REQUIREMENTS**

Proposals must include:

- Company profile and proof of registration.
- Valid IATA/ASATA certificates.
- Description of systems and tools used for travel and conferencing management.
- CVs of key personnel and proposed account manager.
- At least three (3) reference letters from current or previous clients.
- Pricing schedule (service fees, commission structure, conferencing rates, ticketing costs, etc.).
- B-BBEE certificate or affidavit.

*Submission of a proposal does not guarantee appointment, and SCI reserves the right to appoint one or more service providers to the panel.*

## **8. PAYMENT TERMS**

SCI operates strictly on a post-service payment basis.

- The organisation will not issue advance or pre-payments to the Travel Management Agency or any venues.
- The service provider must have sufficient financial capacity to secure bookings and recover costs through invoicing.
- Payment will be made within thirty (30) days of receipt of a valid and approved invoice.
- Invoices must clearly reference the relevant booking, traveller, project code, and authorisation details.
- Failure to submit invoices that are complete, accurate, and compliant with SCI's donor and project coding requirements may result in payment delays.

## **9. SPECIAL CONDITIONS OF APPOINTMENT**

The following conditions are expressly incorporated into this appointment:

- **Financial Due Diligence:** Bidders shortlisted following the technical evaluation must, upon request, submit audited annual financial statements for the past three (3) financial years. SCI reserves the right to exclude any bidder whose financial standing is deemed unsatisfactory and a potential risk to service delivery.
- **Mandatory Presentation:** Shortlisted bidders will be required to attend a formal presentation and system demonstration to the Bid Evaluation Committee as a final step in the technical evaluation.
- **Official Order Mandate:** No services may be rendered by the appointed Travel Management Agency without a valid, written official order or travel authorization issued by an approved SCI representative.
- **Compliance:** The appointed agency must perform all services in compliance with SCI's internal policies, the Protection of Personal Information Act (POPIA), and the specific conditions of SCI's donor agreements.
- **Non-Exclusive Panel Appointment:** Appointment to the Travel Management Agency panel is non-exclusive and does not create any obligation on SCI to procure travel services from any appointed panel member. SCI reserves the right, at its sole discretion, to allocate work to any panel member, to rotate service providers, or to source travel services outside of the panel, where justified by operational, performance, donor, or value-for-money considerations.