

## **REQUEST FOR INFORMATION (RFI) ON TRAVEL MANAGEMENT SERVICES**

### **1. ORGANISATIONAL BACKGROUND:**

The Wholesale and Retail Sector Education and Training Authority (W&RSETA) was established in 2000 in terms of the Skills Development Act (as amended). A public entity (A schedule 3A Entity) which aims to facilitate the skills development needs of the Wholesale and Retail (W&R) sector through the implementation of learning programmes, disbursement of grants and monitoring of education and training as outlined in the National Skills Development Strategy (NSDS).

### **2. PURPOSE AND OBJECTIVES OF THE REQUEST FOR INFORMATION (RFI):**

The W&RSETA seeks information from Service Providers to provide comprehensive travel management services through a collaborative strategic sourcing initiative conducted with WRSETA management through an engagement session as per the dates provided.

#### **This RFI aims to solicit information that meets the below specifications:**

- Reduce costs by of our travel services, where we can initiate, analyse, and report on the organisations travels and trends, leading to better decision making and consolidated approach.
- Streamline bookings and reservation management. There the Service Provide must offer a one-stop solution for bookings and managing board, executive and all W&RSETA travel reservations, including flights, special meals requirements hotels, conferences, shuttle services for both local and international, car hire local and international and event management services.
- Service Provider must provide a one-stop solution for reservation management, monitoring of cost as per legislated cost management directives at any given point, monitoring, reporting and emergency access for travellers.
- Issuing of travellers booking information via email or other platforms
- Progressive Integration of travel management services
- Being conversant with the latest international Visa and Passport administrative support and management thereof

Hennops House, Riverside Office Park, 1303 Heuvel Avenue, Cnr Lenchen and Heuvel Avenues, Centurion, 0157  
Private Bag X106, Centurion, 0046 | Tel: 012 622 9500 | Email: [wrseta@wrseta.org.za](mailto:wrseta@wrseta.org.za) | Website: [www.wrseta.org.za](http://www.wrseta.org.za)

### 3. GENERAL REQUIREMENTS:

- *Latest Online System Bookings* i.e., Service Provider must demonstrate online system for all travel bookings e.g., flights, accommodation, car hire, shuttle services, event management, conference services
- *Policy and Compliance* i.e., travel bookings must be in alignment with the W&RSETA Policy and Compliance requirements
- *Versatile Experience and Support* i.e., Service Provider should have a reputation and experience in the travel industry for more than five (5) years and provide exceptional customer support, response times, after hour availability etc.
- *Compatibility* i.e., Service Provider online system must be compatible with the W&RSETA system
- *Management of Vendors* i.e., Service Provider must align costing with National Treasury Travel Management Framework and latest National treasury guidelines and instruction notes as issued from time to time
- *Local stable and consistent Presence* i.e., Service Provider must have a local presence across South Africa, Neighbouring Countries and International (Where applicable)

### 4. SPECIFIC REQUIREMENTS:

- *Bookings and Reservations* i.e., Service Provider must manage all travel, accommodation, car hire shuttle and event management services and requirements
- *Itinerary Management* i.e., management of personal information (adhering to POPIA)
- *Monitor, Reporting and Analysis* i.e., Service Provider must report on a monthly/ Quarterly basis the travel expenses in the form of reporting, issuing of invoices and statements as directed by the Finance Department reporting requirements (Senior Manager - Finance)
- *Approvals* i.e., Service Provider must ensure approvals in line with the W&RSETA DoA and any authorised legislative directive
- *Online Support* i.e., Service Provider should have a 24/7 helpline for technical issues, assistance and general booking enquiries.

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## 5. REQUIRED INFORMATION:

- The Service Provider must provide the W&RSETA with an overview of proposal outlining travel management services in line with W&RSETA requirements.
- The Service provider must outline and provide a detailed implementation plan for integration of systems.
- The Service Provider must provide information pertaining to pricing of information for all acquisition relating to travel management services.
- On-Site Presentation must be provided to the W&RSETA outlining proposal understanding in detail.
- Consultations and engagement session to finalise the terms of reference for the service of Travelling Management service offering for a period of three years ( 01 January 2024 to 31 December 2027 )

## 6. INFORMATION AND ATTENDANCE SUBMISSION:

- Service Providers are requested to attend a compulsory briefing engagement session on Tuesday, 07 November 2023 @ 11:00. The presentation will take place at the W&RSETA Head Office situated in Centurion i.e. 1303 Riverside Office Park, Corner Heuwel and Lenchen South Streets, Hennops House, Centurion, 9809.
- Service Providers are also requested to submit the detailed portfolio of profiles on the day of the presentation engagement session.
- Only hardcopy submission (One Proposal) will be accepted. For any enquiries, please email the W&RSETA on [tenders@wrseta.org.za](mailto:tenders@wrseta.org.za). Submission of Proposals in response to the RFI to be delivered to the W&RSETA Head Office on Tuesday, 28 November 2023 @ 11:00am

## 7. APPROVAL

*Khunou (rm)*

Senior Manager: SCM and Contract Management

Date: 27 October 2023

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