



TERMS OF REFERENCE

**THE SOUTH AFRICAN EMBASSY
JAKARTA, INDONESIA**

**APPOINTMENT OF A SERVICE PROVIDER/TRAVEL MANAGEMENT COMPANY/ AGENT
TO PROVIDE TRAVEL MANAGEMENT SERVICES AS AND WHEN NEEDED FOR THE
SOUTH AFRICAN EMBASSY IN JAKARTA, INDONESIA FOR A PERIOD OF 2 YEARS.**

1. **PURPOSE**

The purpose of this Terms of Reference (TOR) is to invite Service Providers/Travel Management Companies / Agencies to submit quotations or bids for the provision of travel management services as and when needed to the South African Embassy in Jakarta, Indonesia for a period of 2 years.

2. **BACKGROUND / PROJECT BRIEF**

The Embassy in Jakarta, Indonesia has a mandate to coordinate travel arrangements in respect of its employees and/or non-employees in the interest of the Embassy as and when required. The travel and accommodation arrangements will only be for persons travelling for official purposes and with prior approval obtained from the relevant authorities with the Embassy.

The Travel Management Company / Agency that will be appointed will therefore be required to assist with these travel bookings in the most possible cost-effective manner.

3. **SPECIFICATIONS**

Contract period: 1 December 2024 to 30 November 2026

Duration: 2 years

3.1 The Embassy's primary objective in issuing this Terms of Reference (TOR) is to enter into agreement with a successful bidder(s) who will achieve the following:

- Provide 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 Embassy, without any compromise in quality the services.
- Appropriately mitigate the risks that the traveller might be exposed to.

3.2 These Travel Management services entail the following:

- Air travel
- Accommodation
- Vehicle hire
- Train services
- Hiring of meeting venues and related services

3.3. Travel reservations

3.3.1 The Travel Management Company will be required to:

- Receive travel requests from travelers and/or travel bookers within the Embassy, respond with quotations (confirmations) and availability. Upon receipt of the relevant approval, the contracted travel management company / agent will issue the required e-tickets and vouchers immediately and send it to the travel booker and traveler via the agreed communication medium.

- Always endeavor to make the most cost-effective travel arrangements based the available options in the market, in line with the request from the traveler and/or travel Booker.
- Appraise themselves of all travel requirements for destinations to which travelers will be travelling and advise the traveler of alternative plans that are more cost effective and more convenient where necessary.
- Obtain a minimum of three (3) price comparisons for all travel requests where the routing, itinerary and / or destination permits.
- Book the negotiated discounted fares and rates where possible.

3.4. Service conditions

3.4.1. The contracted travel management company or agency will be required to ensure the following:

- Obtain the required details of the travelers from the Embassy, locally and internationally and this will include employees, contractors, consultants and clients as approved by the Embassy, to facilitate the travel arrangements when required.
- Provide travel management services during normal office hours (e.g. Monday to Friday 8h00 – 17h00) and provide after hours and emergency services where required.
- Familiarize with current travel suppliers and negotiated agreements that are in place between the Embassy and third parties. Assist with further negotiations for better deals with travel service providers.
- Familiarize with current Embassy’s Travel Policy and implementation of controls to ensure compliance.
- Penalties incurred due to inefficiency or fault of a travel consultant will be for the Travel Management Company’s account, subject to the outcome of a formal dispute process.
- Manage the third-party service providers by addressing service failures and complaints against these service providers.

4. COST ESTIMATES OR PRICING OF QUOTATIONS.

4.1 The bidders or travel management companies/ agents are required to submit quotations based on the service fee per transaction, all-inclusive of any costs associated with the service fee applicable to the following travel management services, as and when required to the South African Embassy, as outlined in the table below, as follows:

Service Category	Service fee (Per transaction)
Air travel – Domestic	

Service Category	Service fee (Per transaction)
Air Travel – International	
Accommodation	
Vehicle Hire	
Shuttle Service	
Chauffer drive	
Self-drive	
Coaches/bus bookings	
Parking	
Train - Regional & International	
Hiring of meeting venues and related services	
Inclusive: (Conference venue, support facilities; ICT equipment, Catering, where required)	

NB: Bidders are required to complete the above pricing table in full for comparative purposes and the service fees per transaction quoted in the proposals should be valid for a period of three (3) months from date of submission.

5. EVALUATION CRITERIA TO BE USED / TERMS OF CONDITIONS

5.1. The selection process will be evaluated in two (2) phases, as follows:

Phase 1: Responsive criteria (or Administrative Compliance)

Phase 2: Price

5.1.1. Phase 1: Responsive criteria / Administrative compliance

The minimum requirements that must be met by prospective bidders in order to pass to the next stage of evaluation process are as follows:

- Service provider must be a registered Travel Management Company or Agency in the country of accreditation.
- At least 3 years' experience in the travel management service, proof must be submitted in a form of company profile indicating the number of years the company has been in business.
- Membership / affiliation with international and domestic professional and regulatory bodies within the travel management services (proof to be submitted).

5.1.2. Phase 2: Price evaluation

- All service providers who complied with all the administrative compliance will be evaluated on price based on the service fees per transaction as per the table in paragraph 4.1. above.

6. GENERAL CONDITIONS

Standard Terms of Reference:
Travel Management services in South African Embassy in Jakarta

- The Embassy will not be held responsible for any costs incurred by bidders in the preparation and submission of quotations.
- The Embassy shall not be held liable for any additional costs not stipulated or agreed to after the parties have concluded an agreement.
- The quotations received will be evaluated by the Mission Standing Committee.
- The Embassy is not obliged to select any of the bidders submitting quotations.
- The proposals must be properly submitted on or before the closing date and time specified on the invitation.
- The Embassy and the Travel management Company will jointly agree to a Service Level Agreement (SLA).
- The Embassy reserves the right to terminate or not to enter any contract thereof.

7. VALIDITY OF QUOTATIONS

- Quotations submitted should be valid for a period of at least three (3) months after the closing date.

8. FEES AND PAYMENT SCHEDULE

- All prices quoted must be stated in Indonesian Rupiah (IDR)
- Payment terms for the services for the duration of the contract will be agreed between the Embassy and the appointed Travel Management Company.

9. CONTACT PERSON AND SUBMISSION OF QUOTATIONS

Enquiries pertaining to this request can be made to Mr Lethamaga Calvin Matlala at email Matlalac@dirco.gov.za or Ms Noxolo Caroline Dembese at email Dembesen@dirco.gov.za Quotations should be delivered to Mr Lethamaga Calvin Matlala or Noxolo Caroline Dembese before the closing date on the 30 September 2024 at 12:00 pm. No late submissions shall be accepted.

10. DELIVERIES AND INVOICES

Official	Designation	Contact details
Mr LC Matlala	Corporate Services Manager	Address: South African Embassy Suite 705, 7th Floor Wisma GKBI Jl. Jend. Sudirman No 28 Jakarta 10210 Indonesia Mobile: +6281519449237 E-mail: Matlalac@dirco.gov.za / Jakarta.Invoice@dirco.gov.za