



TERMS OF REFERENCE (TOR) FOR TRAVEL MANAGEMENT SERVICES

(APPOINTMENT OF SERVICE PROVIDER FOR TRAVEL MANAGEMENT SERVICES)

RFQ 001/TRAV/2025

You are hereby invited to submit proposal / price quotation for:

TRAVEL MANAGEMENT SERVICES AT HEALA

RFP Number:	RFQ 001/TRAV/2025
Advertisement Date:	12th February 2025
Closing Date:	21st February 2025
Closing Time:	12H00
Bid Document Delivery Email	info@heala.org
Address:	Perch, 37 Bath Avenue, Rosebank
For Attention:	Finance Department

1. BACKGROUND

Healthy Living Alliance (HEALA) is a coalition of civil society organisations advocating for equitable access to affordable, nutritious food in South Africa by building a more just food system. HEALA's vision is a South Africa in which all people have equitable access to healthy food to unlock their full potential.

2. DESCRIPTION

Healthy Living Alliance (HEALA) seeks to appoint experienced service provider for travel management services for a period of 12 months.

3. SCOPE OF WORK

The appointed service provider will be responsible for travel management arrangements for HEALA this will include employees and contractors, consultants, and partners (not limited) where the agreement is that responsible for the arrangement and cost of travel.

- a. The scope of work for the required service will require the appointed service provider to arrange, book and supply inter alia any of the following services:
 - Air Travel,
 - Hotel Accommodation,
 - Car Hire Services,

- Travel Insurance and VISA Applications
- b. Receive travel requests from travellers respond with quotations confirmations and availability.
 - c. Upon the receipt of the relevant approval, the travel agent will issue the required e-tickets and vouchers immediately and send to the travel booker and traveller via the agreed communication medium always endeavour to make the most cost-effective travel arrangements based on the request from the traveller and/or travel booker.
 - d. Inform of all travel requirements for destinations to which travellers will be travelling and advise the traveller of alternative plans that are more cost effective and more convenient where necessary.
 - e. Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits, where applicable, approval must be sort, for less than 3 quotations ,Book the negotiated discounted fares and rates where possible, must keep abreast of carrier schedule changes as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flights schedules prior to or during the traveller's official trip.
 - f. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes. Respond timely and process all queries, requests, changes, and cancellations timeously and accurately.

AIR TRAVEL

The service provider must be able to book full-service carriers as well as low-cost carriers.

- a. The service provider should be able to book more cost effective airlines and routings;
- b. Two quotes required for more cost effective airlines and routings;
- c. The service provider should be able to assist with lounge access;
- d. Airline tickets should be emailed to the traveller timely;
- e. Unused e-tickets should be traced and provide a refund where necessary;
- f. Keep abreast the traveller with any changes from the airlines.

ACCOMMODATION

- a. The service provider should be able to provide comparable figures for the rates;
- b. Three quotes requires for the hotel with comparative rates;

- c. This includes planning, booking, confirming, and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with HEALA travel policy.
- d. Accommodation vouchers should be issued to the travellers at the reasonable time;
- e. Any cancellations should be done promptly to avoid additional charges.

CAR RENTAL AND SHUTTLE

- a. Book car rentals according to HEALA travel policy;
- b. Inform traveller of the destination to collect the vehicle;
- c. Provide the traveller with relevant information such as insurance, re-fuelling, etc

AFTER HOURS SERVICE

- a. Dedicated consultant should be provided in case of emergency and also for after hours assistance (Beyond Monday-Friday 09h00 – 17h00);
- b. Dedicated phone number should be provided for HEALA

Experience:

Over 5 years experience with travel management experience

Documents required for submission:

- Valid tax clearance certificate;
- Company registration document;
- Audited financial statements;
- At least 3 reference letters

Duration:

The service provider will be appointed for the period of 12 months.