



Request for Information (RFI) on a Travel Management Solution/Platform and Services.

1. Organisational Background

The African Organisation of Supreme Audit Institutions in English-Speaking Countries (AFROSAI-E) was established to promote and improve public sector auditing and accounting practices in Africa and provide a platform for cooperation and information sharing among its member institutions.

Our travel needs relate to training, in-country support, and conferences, travelling mostly around the AFROSAI-E member countries, namely: Angola, Botswana, Eritrea, Eswatini, Ethiopia, Ghana, Kenya, Lesotho, Liberia, Malawi, Mauritius, Mozambique, Namibia, Nigeria, Rwanda, Seychelles, Sierra Leone, Somalia, South Africa, South Sudan, Sudan, Tanzania, The Gambia, Uganda, Zambia, and Zimbabwe.

2. Purpose and Objectives

AFROSAI-E seeks information from service providers to provide comprehensive travel management services, including a platform/interface that can expand our travel activities and improve our travel experience. This RFI (Request for Information) aims to solicit information that meets the below specifications:

- Reduce costs by centralising our travel services, where we can initiate, analyse, and report on the organisation's travels and trends, leading to better decision-making.
- Streamline booking and reservation management. The service provider should offer a one-stop solution for booking and managing travel reservations, including flights, hotels, conference centres, and shuttle services. A user-friendly interface should accompany this functionality.
- Provide a one-stop solution for reservation management, reporting and emergency access for travellers (duty travel).
- The platform/interface should allow AFROSAI-E staff to manage travel itineraries and services efficiently.
- Integrate with the existing financial system.
- Visa and passports administrative support.

AFROSAI-E Members

Angola, Botswana, Eritrea, Eswatini, Ethiopia, Gambia, Ghana, Kenya, Lesotho, Liberia, Malawi, Mauritius, Mozambique, Namibia, Nigeria, Rwanda, Seychelles, Sierra Leone, Somalia, South Africa, South Sudan, Sudan, Tanzania, Uganda, Zambia, Zimbabwe

3. General Requirements

- 3.1. **Platform/Interface:** The travel platform should provide AFROSAI-E with a user-friendly platform for managing travel itineraries, including booking and reservation management for flights, hotels, conference centres, and shuttle services.
- 3.2. **Scalability:** The travel platform should be scalable and able to handle future growth and expansion, including increasing numbers of users and travel bookings and possible personalised functions, i.e., project costing and reporting.
- 3.3. **Policy and Compliance:** The travel platform must meet our organisational policy and compliance requirements, including data privacy regulations (POPI) and payment card industry standards.
- 3.4. **Experience and Support:** The service provider should have a reputation and experience in the travel industry and provide exceptional customer support, including response times, availability, and duty care. A dedicated manager must be assigned to handle the AFROSAI-E bookings.
- 3.5. **Compatibility:** The travel platform should be compatible with our existing systems and processes, including our accounting systems, i.e., Xero Accounting.
- 3.6. **Vendor Management:** The travel platform should be able to load our current hotel and accommodation vendors with the agreed prices (SLAs).
- 3.7. **Local Presence:** The service provider should have a local presence in South Africa and, as much as possible in-country support in our member counties to ensure a comprehensive understanding of local travel regulations and requirements.

4. Specific Requirements

- 4.1. **Booking and reservation management:** The travel management service provider should be able to book and manage travel reservations for flights, hotels, and shuttle services. It should provide a user-friendly interface for customers to view and modify their travel plans. Offline services that link back to the software/platform.
- 4.2. **Itinerary management:** The travel platform should allow customers to view, update, and manage their personal information and travel itineraries, including flight schedules, hotel reservations, and shuttle services.
- 4.3. **Reporting and analytics:** The travel platform should provide travel expenses and usage data. It should be able to generate reports on travel expenses by department, employee, and travel vendor. Generate weekly and monthly invoices linked with company finance management software (Xero).
- 4.4. **Mobile functionality:** The travel platform should be compatible with mobile devices, including smartphones and tablets. It should provide a mobile app or responsive website design for customers to book and manage their travel itineraries.

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- 4.5. **Customisation:** The travel platform should allow for customisation, including adding company branding and customising travel policies and restrictions.
- 4.6. **Payment terms:** i.e., an optional request for credit status for a 30- or 60-day payment plan on invoices. Payment options, e.g., credit card, corporate card etc. (credit is optional).
- 4.7. **Organisation approval:** The travel platform must integrate the organisation's policies and procedures and include the current management and budget approvals within the organisation.
- 4.8. **Insurance:** The travel management service provider should provide options to use existing or in-house travel insurance.
- 4.9. **Special services:** The travel management service should provide visa and passport application support, group travels, VIP, and insurance assistance.
- 4.10. **Online support:** The travel management service should have a 24/7 helpline for technical issues and assistance/queries on bookings.
- 4.11. **Global or virtual sim card:** The Travel Solution must offer access to coverage in multiple countries or regions, allowing travellers access to the platform and online support even if they do not have local connectivity.
- 4.12. **Seat availability and/or seat selection:** The platform should provide real-time information on seat availability and the options for travellers to select seats during the travel booking details.
- 4.13. **Travel Per Diems (Optional):** The service provider may offer support with the payment of allowances, including the ability to manage and track travel per diems.

5. Information Requirements

- 5.1. **Proposal Overview:** Provide a brief overview of your proposal, including a summary of how your travel management services meet our requirements.
- 5.2. **Implementation Plan:** Provide a detailed implementation plan that outlines the timeline for integration and deployment, resources required, and responsibilities for vendor and company personnel.
- 5.3. **Pricing:** Provide pricing information for the acquisition of the travel services, including any additional costs for integration, maintenance, and support. Including a pricing model for transactions if a company has fewer than one thousand flight trips annually. The pricing must be split between the transactional fees for each service, i.e., flight, shuttle, car rentals, and other services.
- 5.4. **On-site presentation:** An on-sight presentation might be requested for an in-depth understanding of the submitted proposal.

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6. Information Submission

Submissions should be submitted to Lesego Nzima at procurement@afrosai-e.org.za by **28 July 2023 at 16:00**. Any questions or requests for clarification should be directed to the same contact person. AFROSAI-E reserves the right to reject any proposed information and negotiate with any or all service providers submitting information.

Note: This RFI is a request for information only and is not a commitment to purchase or contract for any products, services, or solutions. This information will be used to assess options.

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