

**ZA DOMAIN NAME AUTHORITY SCOPE
OF WORK
FOR THE
APPOINTMENT OF A TRAVEL MANAGEMENT SERVICE PROVIDER FOR A PERIOD OF
THREE YEARS**

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1. BACKGROUND

The ZA Domain Name Authority's (ZADNA) primary objective in issuing this RFP is to agree with a successful bidder(s) who will achieve the following:

- a) Provide ZADNA with travel management services that are consistent and reliable, and will maintain a high level of traveler satisfaction in line with the service levels.
- b) Achieve significant cost savings for ZADNA without any degradation in the services.
- c) Appropriately contain ZADNA's risk and traveler risk.

2. SERVICE REQUIREMENTS

2.1. General

2.1.1. The successful bidder will be required to provide travel management services. Deliverables under this section include, without limitation, the following:

- 2.1.1.1. Travel services will be provided to all Travelers (Consultants, Staff, Employees, and Board Members) traveling on behalf of ZADNA. This will
- 2.1.1.2. Include employees, contractors, consultants, and clients for whom the agreement is that ZADNA is responsible for the travel arrangements and costs permitted by the policy.
- 2.1.1.3. Familiarisation with current ZADNA travel business processes.
- 2.1.1.4. Familiarisation with current travel suppliers and negotiated agreements that are in place between ZADNA and third parties.
- 2.1.1.5. Familiarisation with the current ZADNA Travel Policy and implementation of controls to ensure
- 2.1.1.6. compliance.
- 2.1.1.7. Penalties incurred as a result of a travel consultant's inefficiency or fault will be for the Travel Management Company's (TMC) account, subject to the outcome of a formal dispute process.
- 2.1.1.8. Provide a facility for ZADNA to update their travelers' profiles.

- 2.1.1.9. When needed, assist ZADNA with coordinating and organising conferences and events in line with ZADNA policies and prescripts of these specifications.
- 2.1.1.10. Assist in managing the third-party service providers by addressing service failures and complaints against these service providers.
- 2.1.1.11. Consolidate all invoices from travel suppliers.
- 2.1.1.12. Provide a detailed transition plan to implement the service without interruptions and engage the incumbent service provider to ensure a smooth transition.

2.2. Reservations

- 2.2.1. The Travel Management Company will:
 - 2.2.1.1. always endeavor to make the most cost-effective travel arrangements.
 - 2.2.1.2. Apprise themselves of all travel requirements for destinations to which travelers will be traveling and advise the traveler of alternative plans that are more cost-effective and more convenient, where necessary.
 - 2.2.1.3. Obtain a minimum of three (3) price comparisons for all travel requests where the routing or destination permits.
 - 2.2.1.4. Book the negotiated discounted fares and rates where possible.
 - 2.2.1.5. Must keep abreast of carrier schedule changes and all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules before or during the traveler's official trip.
 - 2.2.1.6. When necessary, e-tickets and billing shall be modified and reissued to reflect these changes.
 - 2.2.1.7. Book parking facilities at the airports, as required, for the duration of the trip.
 - 2.2.1.8. Respond timely and process all queries, requests, changes, and cancellations timeously and accurately.
 - 2.2.1.9. Must be able to facilitate group bookings (e.g., for meetings, conferences, events, etc.)
 - 2.2.1.10. Must issue all necessary travel documents, itineraries, and vouchers to the traveler(s) before departure dates.

- 2.2.1.11. Advise the traveler of all visa and inoculation requirements well in advance.
- 2.2.1.12. Assist with arranging foreign currency and issuing travel insurance for international trips, as required.
- 2.2.1.13. Facilitate any reservations that are not bookable on the Global Distribution System (GDS).
- 2.2.1.14. Facilitate bookings generated through their own or third-party Online Booking Tool (OBT), where it can be implemented.
- 2.2.1.15. Unless otherwise stated, all cases include domestic, regional, and international travel bookings.
- 2.2.1.16. Visa applications will be the responsibility of the TMC, and the relevant information must be provided to the traveler(s) who will require visas.
- 2.2.1.17. Negotiated airline fares, accommodation establishment rates, car rental rates, etc., that are negotiated directly or by ZADNA are non-commissionable, where
- 2.2.1.18. Commissions are earned for ZADNA bookings; all these commissions should be returned to
- 2.2.1.19. ZADNA every month.

2.3. Air Travel

- 2.3.1. The TMC must be able to book full-service carriers and low-cost carriers.
- 2.3.2. The TMC will book the lowest airfares possible for domestic travel.
- 2.3.3. For international flights, the airline providing the most cost-effective and practical routing may be used, in line with ZADNA policies.
- 2.3.4. The TMC should obtain three or more price comparisons where applicable to present the most cost-effective and practical routing to the traveler.
- 2.3.5. The airline ticket should include the applicable airline agreement number and the traveler's individual loyalty program number (if applicable).
- 2.3.6. Airline tickets must be delivered electronically to the traveler(s) promptly after booking, before departure.
- 2.3.7. The TMC will also assist with booking charters for VIPs utilising the existing transversal term contract where applicable and the sourcing of alternative service providers for other charter requirements.
- 2.3.8. The TMC will be responsible for tracking and managing unused e-tickets in accordance with the agreement with ZADNA.

2.4. Accommodation

- 2.4.1. The TMC will obtain price comparisons within the maximum allowable rate matrix, as per the cost containment, as agreed annually with ZADNA.
- 2.4.2. The TMC will obtain three price comparisons from accommodation establishments that offer the best available rate within the maximum allowable rate and are located as close as possible to the venue, office, or destination of the traveler.
- 2.4.3. This includes planning, booking, confirming, and amending accommodation with any establishment (hotel group, private hotel, guest house, or Bed & Breakfast) in accordance with ZADNA's travel policy.
- 2.4.4. Accommodation vouchers must be issued to all ZADNA travelers for accommodation
- 2.4.5. bookings and must be invoiced to ZADNA monthly. A copy of the original hotel accommodation charges must support such invoices.

2.5. Car Rental and Shuttle Services

- 2.5.1. The TMC will book the approved category vehicle in accordance with the ZADNA Travel Policy, using the appointed car rental service provider at the closest rental location (airport, hotel, or venue).
- 2.5.2. The travel consultant should advise the traveler on the best time and location for collection and return, taking into account the traveler's specific requirements.
- 2.5.3. For international travel, the TMC may offer alternative ground transportation to the traveler, including rail, buses, and transfers.
- 2.5.4. The TMC will book transfers in line with the ZADNA Travel Policy. Transfers can also include bus and coach services.

2.6. After Hours and Emergency Services

- 2.6.1. The TMC must provide a consultant or a team of consultants to assist Travelers with after-hours and emergency reservations and travel plan changes.
- 2.6.2. A dedicated consultant or consultants must be available to assist VIP/Executive travelers with after-hours or emergency assistance.

- 2.6.3. After-hours services must be provided from Monday to Friday outside the official hours (17h00pm to 08h00am) and twenty-four (24) hours on weekends and Public Holidays.
- 2.6.4. A call center facility or after-hours contact number should be available to all travelers so that, when required, unexpected changes to travel plans can be made and emergency bookings can be attended to.
- 2.6.5. The TMC must have a standard operating procedure for managing after-hours and
- 2.6.6. emergency services.

3. COMMUNICATION

- 3.1. All inquiries must be investigated, and prompt feedback is provided in accordance with the Service Level Agreement.
- 3.2. The TMC must ensure sound communication with all stakeholders. Link the business traveler, travel coordinator, and travel Management Company in one smooth, continuous workflow.

4. FINANCIAL MANAGEMENT

- 4.1. The TMC must implement the negotiated rates with travel service providers, if any, or the discounted airfares.
- 4.2. The TMC will be responsible for managing the service provider accounts. This will include the timely receipt of invoices to be presented to ZADNA for payment within the agreed time period.
- 4.3. Enable savings on total annual travel expenditure, and this must be reported and proof provided during monthly and
- 4.4. quarterly reviews.
- 4.5. Where pre-payments are required for smaller Bed & Breakfast /Guest House facilities, these will be processed by the TMC. These are occasionally required at short notice, including for same-day bookings.
- 4.6. Consolidate Travel Supplier bill-back invoices.
- 4.7. The TMC is responsible for consolidating invoices and supporting documentation for submission to ZADNA's Finance Department within the agreed time period (e.g., monthly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.
- 4.8. Ensure Travel Supplier accounts are settled in a timely manner.

5. TECHNOLOGY, MANAGEMENT INFORMATION, AND REPORTING

- 5.1. The TMC must consolidate all management information related to travel expenses into a single source document, using automated reporting tools.
- 5.2. All management information and data input must be accurate.
- 5.3. The TMC will be required to provide the ZADNA with a minimum of three (3) standard monthly
- 5.4. Reports must be accurate and provided in accordance with ZADNA's specific requirements at the agreed time. The information must be available at the transactional level, with sufficient detail, including the traveler's name, date of travel, and spend category (for example, air travel, shuttle, accommodation).
- 5.5. ZADNA may request the TMC to provide additional management reports.
- 5.6. Reports must be available in an electronic format, for example, Microsoft Excel.
- 5.7. Service Level Agreements reports must be provided on the agreed date. It will include, but will not be limited to, the following:
 - 5.7.1. **Travel**
 - 5.7.1.1. After-hours Report
 - 5.7.1.2. Compliments and complaints;
 - 5.7.1.3. Consultant Productivity Report
 - 5.7.1.4. Long-term accommodation and car rental;
 - 5.7.1.5. Extension of business travel to include leisure.
 - 5.7.1.6. Upgrade of a class of travel (air, accommodation, and ground transportation);
 - 5.7.1.7. Bookings outside Travel Policy.
 - 5.7.2. **Finance**
 - 5.7.2.1. Reconciliation of commissions/rebates or any volume-driven incentives;
 - 5.7.2.2. Creditor's Aging Report
 - 5.7.2.3. Creditor's summary payments;
 - 5.7.2.4. Daily invoices;
 - 5.7.2.5. Reconciled reports for Travel Lodge card statement.
 - 5.7.2.6. No show report.
 - 5.7.2.7. Cancellation report;
 - 5.7.2.8. Receipt delivery report;
 - 5.7.2.9. Monthly Bank Settlement Plan (BSP) Report
 - 5.7.2.10. Refund Log;

- 5.7.2.11. Open the voucher report, and
- 5.7.2.12. Open Age Invoice Analysis.

- 5.8. The TMC will implement all the necessary processes and programs to ensure that all the data is always secure and not accessible by any unauthorised parties.

6. ACCOUNT MANAGEMENT

- 6.1. An Account Management structure should be put in place to respond to ZADNA's needs and requirements and act as a liaison for all matters related to the delivery of services under the contract.
- 6.2. The TMC must appoint a dedicated Account or Business Manager who is ultimately responsible for managing the ZADNA account.
- 6.3. The necessary processes should be implemented to ensure good quality management and traveler satisfaction.
- 6.4. A complaint-handling procedure must be implemented to manage and record compliments and complaints from the TMC and other travel service providers.
- 6.5. Ensure that the ZADNA Travel Policy is enforced.
- 6.6. The Service Level Agreement (SLA) must be managed, and customer satisfaction surveys must be conducted to assess the TMC's performance.
- 6.7. Ensure that workshops/training is provided to Travelers and Travel Bookers
- 6.8. During reviews, comprehensive reports on travel spending and performance against the SLA must be presented.

7. VALUE-ADDED SERVICES

- 7.1. The TMC must provide the following value-added services:
 - 7.1.1.1. Destination information for regional and international destinations.
 - a) Health warnings;
 - b) Weather forecasts;
 - c) Places of interest;
 - d) Visa information;
 - e) Travel alerts;
 - f) Location of hotels and restaurants;
 - g) Information, including the cost of public transport;

- h) Rules and procedures of the airports;
 - i) Business etiquette varies by country.
 - j) Airline baggage policy; and
 - k) Supplier updates
- 7.1.1.2. Electronic voucher retrieval via web and smartphones;
 - 7.1.1.3. SMS notifications for travel confirmations;
 - 7.1.1.4. Travel audits;
 - 7.1.1.5. Global and domestic Travel Risk Management;(updates on pandemics)
 - 7.1.1.6. VIP services for Executives that include, but are not limited to, check-in support.

8. COST MANAGEMENT

- 8.1. The TMC must advise on the most cost-effective option at all times.
- 8.2. The TMC plays a pivotal role in providing high-quality travel-related services that strike a balance among effective cost management, flexibility, and traveler satisfaction.
- 8.3. The TMC should have in-depth knowledge of the relevant supplier(s)' products to be able to provide the best option and alternatives that are in accordance with ZADNA's Travel Policy to ensure that the traveler reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost-effectively, and in time to carry out his/her business.

9. QUARTERLY AND ANNUAL TRAVEL REVIEWS

- 9.1. The TMC must present quarterly reviews on all ZADNA travel activity in the previous three-month period. These reviews are comprehensive and presented to
- 9.2. ZADNA's Operations and Finance teams, as part of the performance management reviews
- 9.3. based on the service levels.
- 9.4. Annual Reviews must also be presented to ZADNA's Senior Executives.
- 9.5. These Travel Reviews will include, without limitation, the following information.
 - 9.5.1. Accommodation
 - 9.5.2. Flights
 - 9.5.3. Car hire
 - 9.5.4. Shuttle services
 - 9.5.5. Visa application
 - 9.5.6. Travel Insurance

- 9.5.7. Conference venue
- 9.5.8. Invoicing

10. PRICING MODEL

- 10.1. ZADNA requires bidders to propose two pricing models: the transactional fee model and the management fee model. ZADNA will, at its discretion, select the best possible cost-effective option.

10.2. Transaction Fees

- 10.2.1. The transaction fee must be a fixed amount per service. The fee must be linked to the cost of delivering the service, not a percentage of the value or cost of the service provided by third-party service providers.

10.3. Volume Driven Incentives

- 10.3.1. Bidders need to note the following when determining the pricing:
 - 10.3.1.1. Where possible, the National Treasury has negotiated non-commissionable fares and rates with various airline carriers and other service providers.
 - 10.3.1.2. An open book policy will apply, and commissions and discounts earned through ZADNA's volumes will be reimbursed to ZADNA.
 - 10.3.1.3. TMCs are to book these negotiated rates or the best available fare, whichever is most cost-effective for the institution.

11. CONFIDENTIALITY

- 11.1. The Bidder agrees to keep confidential all information that they receive, directly or indirectly, from the Authority or any other stakeholder, as well as all copies or analyses that they make, or have been made by third parties, based on such information (collectively, the Material).
- 11.2. The Bidder shall use the Material exclusively to prepare deliverables relevant to this assignment.
- 11.3. The Bidder shall only permit access to the Material to persons within their organisations on a need-to-know basis.
- 11.4. The Bidder shall explicitly inform such persons of the confidential nature of the Material and, before providing them with the Material, subject them to the confidentiality obligations contained in these Terms of Reference.
- 11.5. The Bidder agrees that the Material will remain the property of ZADNA and cannot be used anywhere outside this assignment's scope.

12. INSTRUCTIONS FOR SUBMISSION OF THE RFP

- 12.1. Bidders shall submit information responses in accordance with the prescribed manner of submissions as specified.
- 12.2. The Bidders must respond to annexures in detail and provide a written proposal.
- 12.3. All responses in this regard shall be accepted only if they are sent to the provided email before or on the closing date and time.
- 12.4. No information shall be accepted by ZADNA if submitted in any manner other than as prescribed above.
- 12.5. ZADNA will disqualify any Bidder for purposes of this Request for Proposal if their response is submitted after the deadline.
- 12.6. All Bidders must submit their response no later than 12h00 (South African Standard Time) on Monday, 31 August 2026. They must be submitted to procurements@zadna.org.za

13. EVALUATION CRITERIA

The RFP will be evaluated using the 70/30 preference-point evaluation.

Total Functionality awarded Points 70	Total Point for price Awarded 30
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13.1. Administrative Requirements

- 13.1.1. Each Bidder must submit a response documentation pack in Portable Document Format (PDF).
- 13.1.2 That is delivered at the correct email address within the stipulated date and time as specified, all supporting documents and fully and correctly filled forms must be submitted.

13.2. CIPC Registration Documents.

- 13.2.1. Tax Clearance Information/Certificate.
- 13.2.2. B-EEE Certificate.
- 13.2.3. Detailed Company profile.
- 13.2.4. Professional body affiliation confirmation.
- 13.2.5. Three contactable references in the same scope of work.
- 13.2.6. Pricing Schedule
- 13.2.7. Declaration of Interest for key Management in the organisation.

13.3. Conflicts Of Interest

- 13.3.1. The Bidder must comment on any potential conflicts of interest arising out of other assignments or a conflicting involvement in other assignments that may impair their independence.