



SCOPE OF WORK FOR TRAVEL SERVICES

Right To Care NPC is a Non-Profit Company with multiple subsidiaries. Right To Care's mandate is to see an increase in life expectancy as well as improve access to affordable health care to patients in need.

Right To Care would like to invite suppliers and service providers who are interested in doing business by providing travel services for cost efficient travel for both the local and international market.

1. SCOPE OF WORK:

- The travel agent will have to provide Right To Care with the below services which will be required:
 - Timely booking of Flights: Domestic and international flights
 - Accommodation
 - Transfers and car rentals:
 - Shuttle services
 - Visa application assistance
 - Ability to provide foreign currency to travellers, if and when required
 - Ensure Travellers are fully insured
 - Provide security briefs of countries being travelled to

2. ADDITIONAL REQUIREMENTS:

- The travel agent must have been in business for over 5 years.
- Track record in local and international travel
- Accurate and up to date billing system
- Ability to be available after hours' and at short notices
- Funder's rules and regulations on travel

3. RETURNABLE DOCUMENTS:

- Completed supplier registration form
- Company registration documents
- VAT registration certificate
- Tax clearance certificate
- Bank letter confirming banking details / Cancelled cheque

4. BIDS EVALUATION AND SELECTION CRITERIA

Bids will be evaluated based on the below:

- Scope of Work
- Price (Please refer to the below service/transaction fees)

Service Fees : Transaction based Fees		
All fees must be inclusive of VAT and must be per person per booking		
		FEE PER PERSON
Airline tickets	International	
	Domestic	
	Regional	
Ticket Re-Issues	International	
	Domestic	
	Regional	
Cancellations		
Car Hire / Shuttle	Domestic and International	
Hotel Accommodation	International	
	Domestic	
	Regional	
Travel Insurance		
Conferencing and Venues		
Refunds		
Foreign Exchange Acquisition		
Visa Fees		
Voyager Bookings		
Emergency after hour services		
24 Hour Support		
Deliveries		
Travel Spend Reports		

5. SUBMISSION INSTRUCTIONS

CLOSING DATE: Friday 9 September 2022 at 12h00.

Kindly visit the Right to Care website for the complete scope of work and requirements at:

<https://www.righttocare.org/tender-bulletin/>

Electronic submission in .pdf to: procurement@righttocare.org