



DATE: 29 MAY 2026

ADDENDUM NO.01

RE: PROVISION FOR THE APPOINTMENT OF SERVICE PROVIDER FOR AN AUTOMATED ONLINE TRAVEL MANAGEMENT SYSTEM FOR A PERIOD OF TWELVE (12) MONTHS WITH ONE (1) MONTH EARLY TERMINATION.

CLARIFICATION TO BIDDERS: EWSETA/RFQ/016/2026-27

4.3 STAGE 3: TECHNICAL / FUNCTIONALITY EVALUATION

4.3.1 EVALUATION CRITERIA

The service provider is to meet the criteria below which is applicable to the bid to be submitted to EWSETA.

| Criteria | Scoring | Weighted Score |
|--|---|----------------|
| <p>Reference letters for Automated online Travel System <i>NB: The Reference Letter(s) must not be older than 3 years must be on the letterhead of the previously serviced client and should reflect at least name of the client, title of the related work conducted, year conducted and completed, contactable reference name, contact details and signed by the appropriate delegate. The Reference Letter must indicate the quality of the service rendered. Reference letters for Automated online Travel System conducted.</i></p> <p><i>NB: Automated online Travel System EWSETA may contact the listed references to validate the information contained in this letter. Should any unfavorable feedback be received, it will be considered in the scoring process above. Responses to reference requests may be provided within three (03) business days from the date of request. If EWSETA does not receive a response within this time frames the corresponding reference letter will be scored zero (0).</i></p> | <p>3 letters attached = 20 points 2 letters attached = 10 points 1 letter attached = 05 points</p> <p>No reference letters attached / unsatisfactory services rendered = 0 points</p> | <p>20</p> |

9. EXTENDED CLOSING DATE

A comprehensive proposal together with pricing schedule must reach EWSETA by no later than WEDNESDAY 03 JUNE 2026 at 16H00.

*NB Please note that no late proposals will be considered.

QUESTIONS RAISED BY BIDDERS AND CLARIFICATION PROVIDED

| QUESTIONS | ANSWERS |
|--|--|
| Q1. What are the top three challenges in your current travel management process? | 1. The top three challenges are : a) delayed approvals, b) limited visibility of travel spend, and c) service disruptions affecting operational efficiency. Include ensuring cost containment and value for money, improving turnaround times and service efficiency, and enhancing reporting, reconciliation, and compliance management across all travel-related transactions. |
| Q2. What is your primary priority: cost savings, compliance, user experience, or automation? | 2. EWSETA's primary priorities are a) compliance, b) automation, and c) cost containment , d) service efficiency, and e) automation while ensuring a seamless user experience to ensure effective governance, improved user experience, and streamlined travel management processes. |
| Q3. How would you describe the maturity of your current travel system (manual, digital, or hybrid)? | EWSETA's current travel management environment may be described as a hybrid system, digital tools for travel bookings, approvals, reconciliations, and reporting |
| Q4. Do you require a single, unified platform, or would an integrated multi-system solution be acceptable if seamless to the user? | Unified platform to improve efficiency, streamline processes, enhance user experience, reduce manual work, and provide better visibility and control across operations |
| Q5. Are there any existing systems (ERP, finance, HR) that the solution must integrate with? | Yes, the solution is expected to integrate with existing enterprise systems such as ERP, finance, and HR platforms to ensure seamless data flow, avoid duplication, and maintain accurate reporting and controls. Bidders should clearly indicate their integration capabilities, approach, and any known system dependencies in their submission. |
| Q6. Do you currently use any GL, ERP, or financial systems that require integration? | Yes |
| Q7. What level of API integration or real-time data exchange is expected? | The solution should support automated, bi-directional data flow where possible to ensure accurate, timely updates across systems, reduce manual intervention, and enhance reporting and compliance. |

| QUESTIONS | ANSWERS |
|--|--|
| | Bidders should clearly outline their integration approach, including API capabilities, data synchronisation frequency, and any limitations. |
| Q8. How strictly should the system enforce the multi-level approval workflow (SCM, Line Manager, Finance)? | <p>The system is expected to strictly enforce the multi-level approval workflow, ensuring that all travel requests are routed sequentially through Moderator, SCM, the Line Manager, and Finance before final approval.</p> <p>The workflow should not allow bypassing of any approval level, and appropriate system controls must be in place to ensure compliance, accountability, and auditability at each stage.</p> |
| Q9. Are WhatsApp and SMS approvals mandatory, or would they be considered optional (“nice-to-have”)? | Mandatory to enhance user convenience and responsiveness at all times . |
| Q10. Should approvers be able to view quotes and supporting documents directly within the approval link, or can these be accessed within the system? | <p>Approvers should be able to access and review quotes and all supporting documents directly within the system as part of the approval workflow.</p> <p>Where approval links are used, they may provide access, but the primary requirement is that all relevant documentation is securely available and fully auditable within the system to support informed decision-making and compliance.</p> |
| Q11. How frequently do policy deviations occur, and how complex are the associated approval workflows? | <p>Policy deviations occur infrequently and are generally driven by limited availability on certain routes (e.g., Kimberley, Polokwane, Nelspruit, etc.).</p> <p>When policy deviations occur requires escalation approvals depending on the nature and value of the deviation, typically involving additional review and authorisation steps in line with governance and compliance requirements</p> |
| Q12. At what stage should budget validation occur: before booking submission or prior to final approval? | Budget validation to ensure funds availability and policy compliance. However, final budget confirmation and control should also form part of the final approval stage to ensure proper governance before any booking is confirmed/ approved. |
| Q13. Are cost centers and GL accounts maintained centrally, and how are updates managed? | Cost centres and GL accounts are centrally maintained under EWSETA’s financial governance framework. Any updates are controlled through formal finance and system administration processes and will be shared with the appointed Service Provider as required at |

| QUESTIONS | ANSWERS |
|--|---|
| | Implementation, ensuring alignment across all systems and maintaining data accuracy and compliance. |
| Q14. What level of detail is required for financial coding per transaction? | Financial coding per transaction is required at a detailed level to ensure accurate allocation, reporting, and budget control. Each transaction should be correctly coded to the relevant cost center and GL account, with sufficient detail to support auditability, financial reporting, and compliance with EWSETA's financial governance requirements. |
| Q15. Could you please clarify how the Travel Lodge Card is currently managed? | The appointed Service Provider will be entrusted with the EWSETA Lodge Card and will be expected to safeguard it, implement appropriate risk management and control measures, and process monthly reconciliations. |
| Q.16 Do you require virtual card capabilities or supplier prepayment automation? | Virtual card capabilities are required, particularly for guesthouse and accommodation bookings, to support secure and controlled payments. Supplier prepayment automation may also be considered where it enhances efficiency, control, and compliance within the travel management process. |
| Q.17 Should the system integrate directly with your banking or payment provider? | Yes, the system should support integration with banking or payment providers where feasible to enable secure, efficient, and controlled payment processing, improved reconciliation, and enhanced financial oversight in line with EWSETA's governance and compliance requirements. In addition, the EWSETA Travel Lodge Card will be provided to the appointed Service Provider for managed use under strict controls. |
| Q.18 What are the main fraud risks or issues currently experienced? | The main fraud and control risks in the current environment include overcharging across accommodation, shuttle, car rental, and flight services, as well as discrepancies in billing and reconciliation. Strengthening system controls, automated validation, and improved oversight are key to mitigating these risks. |
| Q.19 What is the expected user journey (self-booking versus assisted booking)? | The expected user journey is primarily self-service, with approximately 95% of bookings completed via the online self-booking system. Assisted bookings will only be used where necessary for exceptions or support cases, and all assisted bookings must still be submitted and approved through the online approval workflow, ensuring full governance, control, and auditability. |

| QUESTIONS | ANSWERS |
|--|--|
| Q.20 How many users (travellers, approvers, and bookers) will be onboard? | The system will be onboard approximately 100 travellers, 17 approvers, and 26 bookers. |
| Q.21. Is mobile access a requirement or optional? Q.22 What level of training and change management support is expected? | Highly Required Mobile access is a requirement to enable approvals and travel management while users are away from their workstations. Service Provider to provide sufficient training and change management support to ensure smooth implementation and effective user adoption. This should include administrator and end-user training, user guides, knowledge transfer, and post-implementation support. Bidders should also outline their change management approach, including stakeholder engagement, communication, and user support during the transition period. |
| Q.23 What is the targeted timeline for implementation and go-live? | The targeted implementation and go-live timeline is 2 to 3 weeks, subject to the availability of the required system configurations, integrations, and readiness of stakeholders, noting that the solution is expected to be an automated online booking tool. |
| Q.24. Do you require on-site support, or would remote support be acceptable? | Remote support is acceptable when required, provided it ensures timely and effective resolution of issues and uninterrupted system performance. |
| Q.25. What is the annual travel spend? What is the percentage split between online bookings on the booking system vs offline, traditional bookings | The annual travel spend is approximately R12 million, with costs tracked on a monthly basis. The majority of bookings are expected to be made through the online booking system, with a smaller portion handled through offline or traditional channels where necessary e.g. Conference, Catering etc. |
| Q.26 Could you please clarify the reason for a twelve (12) month contract term. | A tender procurement process will be pursued during the 12-month contract period |
| Q.27 What is EWSETA current form of payment for air, accommodation and car hire. (i.e., lodge card, 30-day billback) | EWSETA currently uses a Lodge Card as the primary form of payment for air travel, accommodation, shuttle and car hire services. |