DBSA
DEVELOPMENT BANK OF SOUTHERN AFRICA
Building Africa's Prosperity

RFP129/2026_QUESTION AND ANSWERS_ APPOINTMENT OF SUITABLE SERVICE PROVIDER(TMC) TO PROVIDE SEAMLESS, COST-EFFECTIVE, AND POLICY-COMPLIANT TRAVEL MANAGEMENT SOLUTIONS FOR DBSA FOR THE PERIOD OF FIVE YEARS

QUESTIONS AND ANSWERS

No	Clarification Questions	DBSA Response
1	Payment Method	
1.1	With reference to Section 2.29 (pages 28/29), could you please confirm whether DBSA has a Virtual Credit Card (VCC) solution that will be used for travel payments, or whether all bookings (air, hotel, and car rental) will be settled via a 30-day bill-back account?	DBSA currently uses a Lodge Card arrangement, with bookings settled through the existing 30-day bill-back facility. DBSA intends to move to Virtual Credit Card (VCC) technology through this tender. The intended operating model is that VCC will be the primary payment method, with the 30-day bill-back facility used where suppliers do not accept VCC.
1.2	Confirm whether DBSA's VCC is the primary supplier-payment method, with 30-day bill-back limited to non-VCC suppliers.	Yes. DBSA's intended operating model is that the Virtual Credit Card (VCC) will be the primary method of payment for travel bookings. The 30-day bill-back facility will be utilised only where a supplier does not accept VCC. The DBSA Lodge Card will be phased out or retained only for emergency and on-travel expenses, as provided for in the Terms of Reference.
2	Do you currently have an onsite service, or will this be a new direction?	The DBSA currently has an onsite service.
3	Are you currently offline or using an Online booking Tool.	Currently both Online and offline booking tool are used.
4	Please confirm whether the mandatory CSD, CIPC/SARS, COIDA, IATA, ASATA-equivalent, insurance and 24/7 call-centre requirements may be satisfied by the lead entity in an unincorporated consortium, or whether each participating entity must qualify independently	We confirm that the mandatory CSD, CIPC/SARS and COIDA participating entity must qualify independently. IATA, ASATA-equivalent, insurance and 24/7 call-center requirements the lead entity in an unincorporated consortium must qualify
5	COIDA- We are the agent and Department of Labour does not make COIDA compulsory for travel agencies; hence we don't have it anymore. But it is mandatory on the document.	The DBSA intends for a potential winning bidder to provide resources that will be working from the DBSA offices and therefore they will need to provide COIDA. However, this is not a reason for disqualification at evaluation stage.
6	According to National Treasury, ASATA is not Mandatory, kindly see response from National Treasury about ASATA and engage further with them about COIDA and ASATA	DBSA notes the comment. ASATA is indeed a voluntary organization and therefore this will not be used as a reason for disqualification. An addendum to this effect will be

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		communicated to all bidders and a second non-compulsory briefing arranged.
6.1	I would also appreciate clarification on whether the bidding document may be completed electronically (typed), or if it is required to be completed by hand in pen.	Bidders may complete the bidding document either electronically or manually in ink. However, the originality and integrity of the document must remain unchanged
7	**Onsite Travel Consultants Support**	
7.1	How many travel consultants will be required to be onsite?	The TMC is required to provide an appropriately resourced dedicated DBSA account team, including an Account Manager and Senior Travel Consultant(s), together with any additional resources necessary to deliver the services effectively. The TMC must ensure adequate resource coverage for the required onsite and after-hours services in accordance with the Terms of Reference and SLA.
7.2	Is the travel consultant expected to be onsite every working day?	The onsite travel management service is required to be available during DBSA's normal operating hours, Monday to Friday, 08:00–17:00. The TMC is responsible for ensuring appropriate resource coverage during these hours in accordance with the Terms of Reference and SLA.
7.3	What are the required working hours for the onsite consultant?	Normal operating hours are Monday to Friday, 08:00–17:00. After-hours service is required from 17:00–08:00 on weekdays, with 24-hour service required on weekends and public holidays. The TMC must be capable of providing the required 24/7/365 support.
7.4	For what duration/period will the onsite support be required?	The onsite travel management arrangement will apply for the duration of the five-year contract, subject to the contractual requirements and applicable SLA.
7.5	Will the account manager also be required to be onsite on a daily basis, or only when required?	The Account Manager is a required member of the dedicated DBSA account team. The Terms of Reference do not prescribe daily physical attendance by the Account Manager; however, the Account Manager must maintain sufficient availability and on-site presence to effectively manage the account, support the team and attend to escalations and stakeholder requirements.
7.6	Are there any specific requirements regarding access, security clearance, or equipment that the onsite consultant will need to comply with?	On-site personnel will be required to comply with DBSA's applicable site-access, information-security, health and safety and other applicable requirements. Specific onboarding and access arrangements will be communicated during implementation. The TMC is responsible for providing resources and equipment necessary for its personnel to perform the services, except where DBSA specifically provides or requires the use of DBSA-controlled infrastructure or equipment.
8.	**System**	

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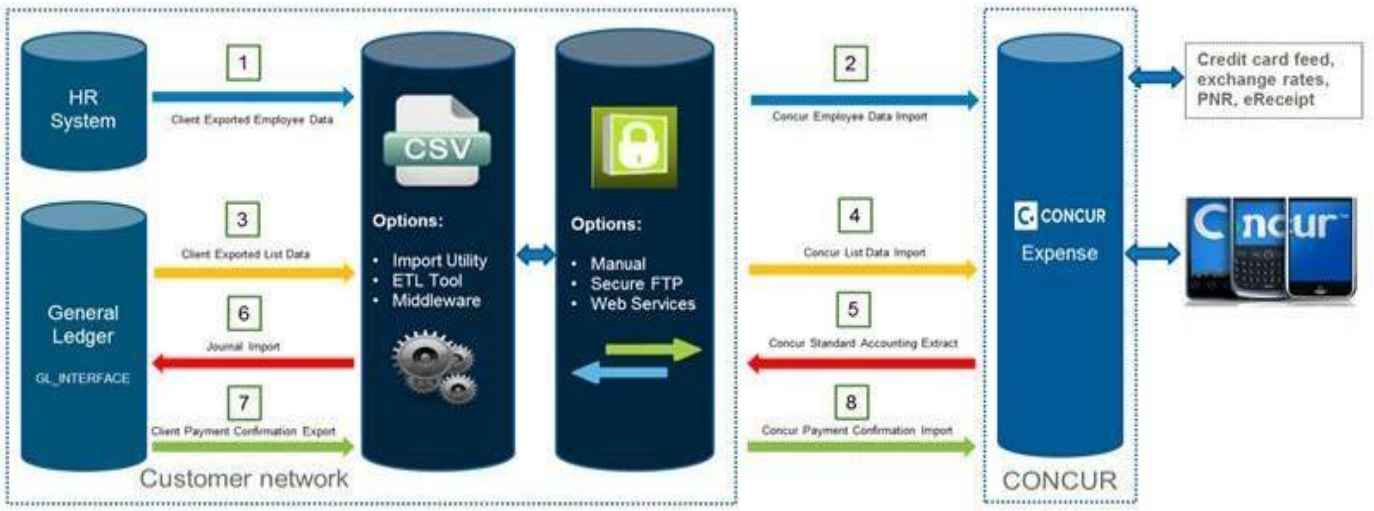
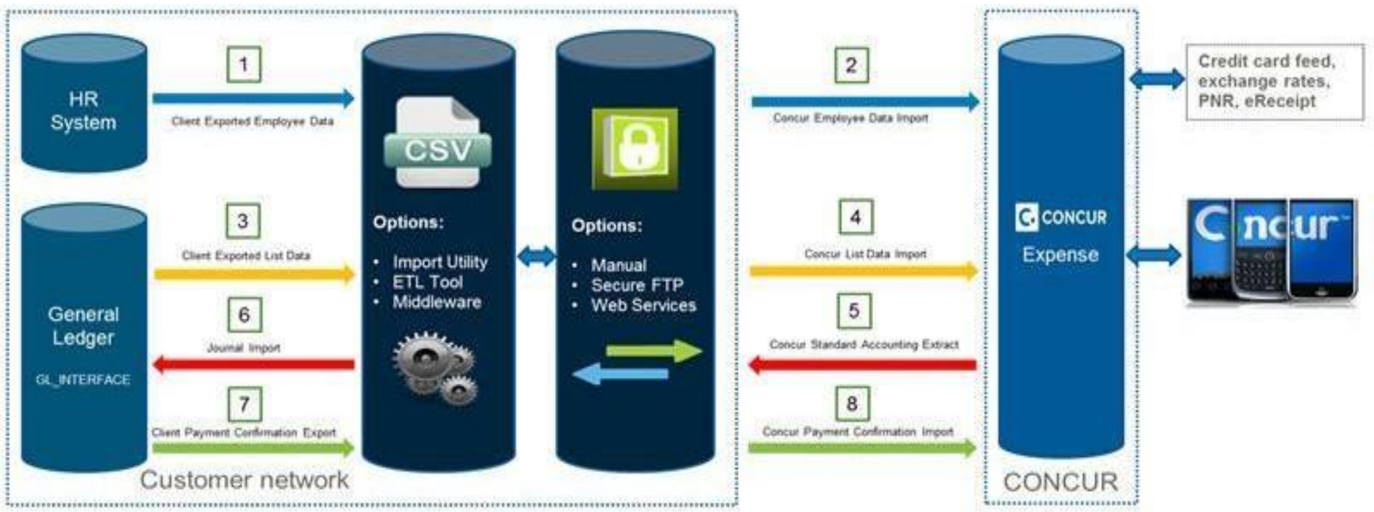
8.1	Which SAP product, version, modules and integration middleware are currently used?	FICO module on SAP ECCP6 EH8 via SAP PO, SAP CPI on BTP and Cloud Connector (please note that we are currently running a programme to migrate to S/4HANA before end of 2027)
8.2	Please provide the required SAP interface specifications for cash advances, employee vendors, expense claims and journal postings	Please see illustration below
		
8.3	Which system will supply employee records, cost centres, hierarchy and DOA data, and by what transfer method?	SSF for employee records and the rest from FICO . As per the attached (SSF is represented by the old HR System). See illustration below:
		

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8.4	Which identity provider must be used for SAML SSO and MFA?	Azure Entra ID
8.5	Which SIEM platform does DBSA use, and what log-transfer protocol and data format are required?	DBSA does not prescribe a specific SIEM platform for the TMC solution. The proposed TMC solution is required to provide appropriate security monitoring and SIEM capability as part of the managed service. The bidder is responsible for the security monitoring of the proposed solution and must provide 24/7 security monitoring. The bidder must specify the SIEM technology proposed, together with the applicable log-transfer protocol and data format, as part of its technical response.
8.6	Who is the DBSA VCC issuer, and can DBSA provide its API and interface documentation?	DBSA currently does not have an existing Virtual Credit card (VCC) facility or designated VCC issuer. The VCC capability is included as part of the required technology functionality and integration capability of the proposed solution. Accordingly, DBSA is not in a position to provide VCC issuer—specific Api or interface documentation at this stage. The proposed solution must nevertheless be capable of accepting and processing a DBSA-issued VCC once the applicable VCC facility and issuer arrangement have been established.
8.7	Please confirm PCI DSS, tokenisation, card-security and merchant-fee responsibilities	The DBSA does not have the VCC facility at this stage. The proposed solution must, however, comply with the information-security and data-protection requirements specified in the Terms of reference, including the requirements relating to access, controls authentication, security monitoring, encryption, protection of information assets and incidents/breach response. The allocation of the specific PCI DSS, tokenization and card -security responsibilities between DBSA, the TMC, the VCC issuer/payment service provider and other relevant parties will be determined in accordance with the applicable payment solution and contractual arrangement once VCC facility and issuer arrangement have been established. With regard to the merchant fees, DBSA confirms that it is currently responsible for merchant fees under the existing payment arrangement . The treatment of the fees associated with the future VCC/payment arrangement will be governed by the applicable payment solution and contractual arrangements.

8.8	Please confirm the intended payment hierarchy between VCC, lodge card and thirty-day bill-back	The intended payment hierarchy is as follows: 1. Virtual credit card – primary payment method 2. 30-day billback facility – only where a supplier does not accept VCC 3. DBSA lodge card – retained only for emergency and on travel expenses
8.9	Please provide the corporate-card flat-file specification	DBSA has not prescribed a fixed flat-file specification in the issued terms of reference. The requirement is for successful TMC/Solution to have the capability to configure and provide a flat file containing all transactions booked against the DBSA corporate card in a format determined by DBSA. The detailed field structure, data elements, file format and interface requirements will be confirmed by the DBSA during the implementation phase, considering the applicable payment solution and DBSA s ERP/financial -system requirements. Bidders should therefore describe their capability to configure and provide the required corporate card transaction flat file and demonstrate this capability as required by the terms of reference.
8.10	Will a combined TravX, QuickTrav and third-party expense platform satisfy the “native functionality” requirement?	Bidders may propose an integrated solution comprising multiple platforms or components. However, the use of multiple platforms does not, in itself, satisfy the Terms of Reference requirement for native functionality. The bidder must demonstrate that the proposed T&E platform provides the required native functionality for Travel Requests and Policy-Compliant Approvals, Cash Advance Requests and Post-Trip Expense Claims, as specified in the Terms of Reference. Where third-party components are proposed, the bidder must clearly identify their role and demonstrate how the complete proposed solution satisfies all mandatory functionality and integration requirements without requiring DBSA to procure additional functionality outside the bidder's proposed solution. DBSA will not pre-approve a particular combination of TravX, QuickTrav or any other third-party platforms through this clarification. Compliance will be determined against the published Terms of Reference including the required native T&E functionality and mandatory system demonstration.

8.11	Must airport parking and transfers be fulfilled directly through supplier APIs, or will an online request followed by consultant fulfilment qualify?	The Terms of Reference require airport parking and point-to-point transfers to be capable of being booked, approved and amended online through the proposed solution, as stipulated in Section 9.17.13. For transfers, the TMC is required to book services in accordance with DBSA's travel policy with the appointed and/or alternative service providers, as provided for in Section 9.4.4. Where a service cannot be booked or amended through the online booking functionality, the provisions relating to consultant service fees in Section 9.17.13 will apply. Compliance will be assessed against the published functionality requirements and, where applicable, demonstrated as part of the evaluation. The Terms of Reference does not prescribe that these services must be fulfilled directly through supplier APIs. Accordingly, bidders may propose the technical fulfilment method that supports the required functionality, provided that the proposed solution enables the required online booking, approval and amendment capability and complies with all applicable requirements of the Terms of Reference.
8.12	Is full South African data residency compulsory, or is offshore hosting permitted subject to governance disclosure	South African data residency is required in accordance with the Terms of Reference. The proposed solution must provide for customer data to be stored, processed, retained and backed up within South African data centres. Offshore storage or processing is not accepted where it would result in non-compliance with the data -residency requirement. Bidders must ensure that their proposed solution complies with the applicable DBSA data-residency and information-security requirements.
8.13	Who bears the initial and ongoing costs of SAP, SSO, SIEM, VCC and master-data integrations?	DBSA will be responsible for its own operational costs associated with its existing SAP, SSO and SIEM environments and DBSA-controlled infrastructure. The TMC will be responsible for providing and maintaining the functionality and integration capability required from the TMC solution to interface with DBSA's systems, as specified in the Terms of Reference. With regard to master-data integration, DBSA will provide the relevant master data required for the operation of the solution, in accordance with the agreed implementation and integration arrangements. The bidder is required to describe how it will receive and process such master data. With regard to the VCC, DBSA currently does not have an operational VCC facility or designated VCC issuer, Accordingly, VCC-related costs and responsibilities will be determined in accordance with the payment solution and contractual arrangements applicable to the VCC facility once established.

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		The Terms of Reference do not state that DBSA will bear all costs associated with TMC`s integration solution. Bidders should therefore clearly identify in their financial proposal any costs associated with their proposed solution and required implementation, integration, licensing, support or maintenance arrangements.
9.	How many expense management documents do you process in a month as DBSA.	DBSA has not prescribed a fixed monthly number of expense-management documents in the Terms of Reference. The required solution must provide native post-trip expense claim functionality, including per diems, non-travel expenses and multi-currency handling, and must integrate with the DBSA ERP for the posting of approved financial data Bidders should therefore ensure that their proposed solution is appropriately scalable to accommodate DBSA's actual transaction volumes and the functionality specified in the Terms of Reference.
10	**Travel Volumes – Rand value**	
10.1	How much of the given transactions will be done online? How much of the given transactions will be done offline?	The Terms of Reference provide estimated annual transaction volumes of approximately 12,200 transactions for 2025/2026 across air ravel, accommodation, car rental, transfers, bus/coach bookings and visas. The TOR also estimates that approximately 5% of bookings occur outside normal working hours. Based on historical information from the incumbent travel management operation, approximately 62% of bookings were made online, 26% were assisted bookings and 11% were offline bookings during the referenced period. These historical percentages are provided for information and proposal-sizing purposes only and do not constitute a guaranteed future booking split or amend the booking-channel requirements of the Terms of Reference. Bidders must therefore price and resource their proposals based on the requirements and estimated transaction volumes contained in the Terms of Reference.
10.2	Please share number of conferences per year or rand value from last year.	DBSA has not prescribed a fixed annual number or rand value for conference bookings in the Terms of Reference. Conference and venue-finding requirements form part of the overall scope and will be required as and when applicable. Bidders should therefore ensure that their proposed solution and resources are capable of accommodating conference, group and related travel requirements.

10.3	Average expense claims per month	DBSA has not prescribed a fixed monthly volume of expense claims in the Terms of Reference. Expense management functionality forms part of the mandatory requirements of the proposed T&E solution. Bidders should therefore size their proposed solution based on the requirements and transaction volumes provided in the Terms of Reference and demonstrate the scalability of the proposed solution to accommodate DBSA's actual transaction volumes.
10.4	Is an Online Booking Tool mandatory?	Yes. An Online Booking Tool (OBT) is a mandatory requirement of the Terms of Reference. DBSA requires the appointed TMC to implement a user-friendly online booking tool for domestic and international travel. The OBT must be capable of being customised to DBSA's requirements and configured to ensure compliance with applicable Treasury Instructions and DBSA travel policies. The fact that a bidder does not currently have an OBT in operation does not, in itself, constitute automatic disqualification, provided that the bidder can demonstrate that its proposed solution will meet all mandatory OBT, T&E functionality, integration, security and implementation requirements specified in the Terms of Reference. However, a bidder that is unable to provide and implement the required OBT functionality would not meet the applicable mandatory requirements of the tender.

NOTED BY:

Signed by:
Mpumelelo Nhlangulela
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24-08-2026

Mpumelelo Nhlangulela
HEAD: PROCUREMENT OPERATIONS