
Higher Education Facilities Management Association (HEFMA) Expression of Interest (EOI) 01/2026: Travel and Booking Services

1. Background

The **Higher Education Facilities Management Association (HEFMA)** is a well-established, independent, non-profit organisation committed to advancing facilities management within the higher education sector. HEFMA represents public and private higher education institutions and plays a critical role in knowledge-sharing, professional development, and sector advocacy.

HEFMA hosts an annual flagship conference, strategic planning sessions, workshops, training programmes, and knowledge-sharing platforms that regularly attract local and international delegates, speakers, facilitators, and partners. Additionally, the association regularly participates in international conferences, workshops, and events that require professional travel coordination for its EXCO members, participants, facilitators, international guests, and professionals.

To support these activities, HEFMA requires reliable, responsive, and cost-effective professional travel management services.

2. Purpose

The purpose of this Expression of Interest (EOI) is to identify suitably qualified, experienced, and **reputable travel management** companies to provide **comprehensive travel, accommodation, and related services** to HEFMA.

Shortlisted service providers may be invited to participate in a formal procurement process with a view to establishing a **non-exclusive framework agreement** for travel and booking services over a defined period.

3. Scope of Services

The appointed travel service provider(s) will be expected to provide end-to-end travel management services, including but not limited to the following:

3.1 Air Travel

- Reservation and issuance of **local and international air tickets**
- Provision of at least **three (3)** competitive airfare options per request, where feasible
- Support for group bookings, multi-leg itineraries, and conference travel
- Advice on fare rules, flexibility, cancellations, re-routing, and refunds

3.2 Accommodation & Transfers

- Provision of at least **three (3)** competitive accommodation quotations per request
- Booking of hotels, guesthouses, and conference venues (local and international)
- Arrangement of **airport transfers** (shuttle services, car hire, and other ground transportation, etc) for local and international travel as required

3.3 Administrative Support

- Assistance with **Visa applications, travel insurance**, and travel advisory services
- Access to **negotiated corporate or institutional discounts** with airlines, hotels, and service providers
- Monthly **travel expenditure reports**, reconciliation, and management information
- Provision of a **30-day account** with consolidated invoicing
- **Dedicated account management** and single point of contact
- Access to **24-hour emergency and after-hours support** (as needed)
- Capacity to manage **urgent, short-notice**, and high-volume booking requests
- Compliance with **HEFMA's travel policies, governance requirements**, and approval processes

4.Pricing Schedule (Mandatory)

Interested agencies are required to submit a clear and transparent pricing schedule as part of the EOI.

Pricing must be exclusive of VAT and presented in the format below (or similar):

4.1 Transaction and Service Fees:

| Service Item | Offline Fee / Rate (in Rands, Excluding VAT) | Online Fee / Rate (in Rands, Excluding VAT) |
|---|---|--|
| AIR TICKET BOOKING FEE (PER TRANSACTION / PER TICKET ISSUED) | | |
| Domestic Air Reservation | | |
| Regional (SADC) Air Reservation | | |
| International Air Reservation | | |
| Air ticket refund (excl. penalty charged by Airline) | | |
| ACCOMMODATION (PER PERSON) | | |
| Domestic Reservations | | |
| Regional (SADC) Reservations | | |
| International Reservations | | |
| Hotel Reservations Changes | | |
| CAR HIRE / BOOKING FEE (PER CAR BOOKED) | | |
| Domestic Booking | | |
| Regional (SADC) Booking | | |
| International Booking | | |
| Car Booking Changes (per change) | | |
| MISCELLANEOUS | | |
| Transfer / Shuttle Reservation | | |
| VISA Assistance | | |
| Rail / Bus Reservations | | |
| Cancellations and refunds | | |
| After-hours / emergency service fee | | |
| GROUP BOOKING MANAGEMENT FEE (PERCENTAGE FEE) | | |
| Booking for Groups (per event) | | |
| Booking for Meeting (per event) | | |
| Booking for Conference (per event) | | |
| Sub-Total (Excluding VAT) | | |
| Vat (15%) | | |
| Total (Including VAT) | | |

HEFMA reserves the right to benchmark pricing against market rates during the evaluation process.

4.2 Additional Pricing Information:

- Any commission-based income arrangements (if applicable)
- Details of negotiated discounts or preferential rates
- Any minimum monthly fees or retainer arrangements (if applicable)

5.Submission Requirements

Interested Travel Agency service providers must submit the following information and supporting documentation:

- Valid **company registration** documentation
- **Company profile**, including number of years in operation and relevant experience
- **Proof of registration** and **IATA accreditation** (where applicable)
- **Proposal** indicating approach to **travel management** and **client servicing**
- Description of **services offered** and **geographic coverage**
- Overview of **booking platforms**; demonstrate ability to provide online booking platforms and e-ticketing systems.
- List of **key clients**, with a focus on NPOs, Public Sector or international organisations
 - At least **three (3) client reference letters** relevant to travel management services
- Demonstrated capacity to handle **high volumes of bookings and group travel**.
- Evidence of **financial stability** (audited financial statements if required or equivalent)
- Proposed **fee structure** or **service charges**
- Typical **turnaround time** from request to confirmation
- Contact details of a **dedicated account manager or primary point of contact**

Submission Details

Please submit your **Expression of Interest (EOI)** via email to:

- ✉️ HEFMA Secretariat, **Ms Swazi Dlamini** at sebenziled@vut.ac.za and
- CC: copy HEFMA Administrator **Ms Deedry Grundling** at admin@hefma.org

📌 **Subject Line:** *HEFMA EOI 01/2026: Booking and Travel Services*

📅 **Deadline for Submission:** *04 March 2026*

Late submissions will not be considered.

HEFMA reserves the right to shortlist and contact only those agencies deemed suitable for the next stage of the procurement process. This EOI does not constitute a contract or a guarantee of business. HEFMA reserves the right to reject any or all submissions without assigning reason. HEFMA may cancel or amend this EOI process at any stage.