

Higher Education Facilities Management Association (HEFMA)

Expression of Interest (EOI): Travel and Booking Services

1. Background

The **Higher Education Facilities Management Association (HEFMA)** is a renowned independent, non-profit organisation committed to advancing facilities management within the higher education sector. HEFMA organises an annual conference for its institutional members and hosts various international delegates. 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.

2. Purpose

HEFMA is seeking to identify experienced and qualified **travel agencies** to provide **comprehensive travel management services**. The selected agencies are invited to participate in a formal procurement process and potentially enter into a **framework agreement** with the association.

3. Scope of Services

The selected travel agency should be able to deliver the following services: **a.**

Air Travel

- Reservation and issuance of **local and international air tickets**
- Provision of at least **three (3)** airfare options per request, including **group bookings** and **flexible fare conditions**

b. Accommodation & Transfers

- Provision of at least **three (3)** competitive accommodation quotes
- **Hotel** reservation and booking services for domestic and international
- Arrangement of **airport transfers** (shuttle services, car hire, etc) for local and international travel (where required)

c. Administrative Support

- Assistance with **Visa applications, travel insurance**, and advisory services
- Provision of **negotiated discounts** with airlines, hotels and other services.
- Monthly **travel expenditure reporting** and reconciliation
- Provision of a **30-day account** with the invoice
- Access to **24-hrs support and or emergency services** (as needed)
- Flexibility to handle **urgent or short-notice requests**
- Ensure compliance with HEFMA's **travel policies and guidelines**

4. Submission Requirements

Interested agencies must submit the following documents/information:

- Provide valid **company registration** documents
- **Company profile**, including number of years in operation and relevant experience
- **Proof of registration and IATA accreditation** (where applicable)
- Provide a **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 or international organisations
 - Include at least **three (3) client references letters** relevant to travel management
- 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 service delivery
- Contact details of a **dedicated account manager/focal point**

Submission Details

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

- ✉ HEFMA Secretariat, Ms Swazi Dlamini at Dlaminis@cjc.edu.za and copy HEFMA Administrator Ms Deedry Grundling at admin@hefma.org
- 📌 **Subject Line:** HEFMA EOI – Booking and Travel Services
- 📅 **Deadline for Submission:** 22 September 2025
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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 reasons.