

highly skilled and qualified human resources of the following roles but not limited to:

- a. Experienced Senior Consultants
- b. Experienced team leader/s for consultants
- c. Experienced Intermediate Consultants
- d. Experienced Junior Consultants
- e. Travel Manager (Operational)
- f. Finance Manager / Branch Accountant
- g. Dedicated Admin Back Office (Creditors / Debtors/Finance Processors) for each region
- h. Strategic Key Account Manager
- i. System Administrator (General Admin)for IT support and maintenance

NB: TMC will have to provide the regions with dedicated teams (a, b, c, d and g only).

16 PRICING MODEL

NB: The pricing schedule should be printed on A3 and bidders must adhere to the pricing instructions.

16.1. Transaction Fees

Refer Annexure A3: Pricing Schedule

- 16.1.1. The transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers.
- 16.1.2. The percentage split between traditional booking and online booking is 40% Traditional and 60% Online.

16.2. Volume Driven incentives

- 16.2.1. No override commissions earned through the Department will be paid to the TMC;
- 16.2.2. An open book policy will apply, and any commissions earned through the Department will be reimbursed to the Department;
- 16.2.3. TMC are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.