**AIR TRAFFIC AND NAVIGATION SERVICES SOC LTD**



**REQUEST FOR INFORMATION**

**REFERENCE NUMBER: RFI/002/2024/ ATNS In-House Travel**

**ATNS In-House Travel Management Services**

**Information should reach the ATNS Tender Box no later than 06 November 2024 at 16:00 (CAT)**

# IMPORTANT NOTICE

The information contained herein, is given without any liability whatsoever to Air Traffic & Navigation Services SOC Limited (ATNS) and no representation or warranty, express or implied, is made as to the accuracy, completeness or thoroughness of the content of this document.

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The participants shall bear all costs incurred by him in connection with the preparation and submission of his information and supporting documents. ATNS will in no case be responsible for payment to the participants for these costs.

TABLE OF CONTENTS

[IMPORTANT NOTICE 1](#_Toc148519201)

[1 INTRODUCTION 2](#_Toc148519202)

[1.1 Company Background 2](#_Toc148519203)

[1.2 Purpose of the RFI 6](#_Toc148519204)

[2 GENERAL INSTRUCTIONS AND ADMINISTRATIVE REQUIREMENTS 6](#_Toc148519205)

[2.1 Correspondence during RFI Period 6](#_Toc148519206)

[2.2 Submission of Proposals 6](#_Toc148519207)

[3 Background to RFI 8](#_Toc148519208)

[4 Response to the document 9](#_Toc148519209)

[5 TERMS 14](#_Toc148519210)

# INTRODUCTION

## Company Background

The Air Traffic and Navigation Services (ATNS) Company of South Africa is the sole provider of air traffic management, communication, surveillance, navigation, and training and associated services within South Africa. ATNS manages 10% of the world's airspace.

Standing strong with over 1200 employees, ATNS strives to continuously provide safe airspace, orderly, expeditious and efficient management of Air Traffic Management services. The company operates at 21 aerodromes within the country, including OR Tambo, Cape Town and King Shaka International Airports.

In the rest of the African Continent, ATNS provides amongst others the Aeronautical Satellite Communication (VSAT) networks.

This service extends from Cape to Cairo interconnecting more than 33 states in Africa and Middle East. Other services include ATS and technical training, WGS 84 surveys, airspace design, AIP documentation, billing and consultancy services.

**Vision**

ATNS's Vision is to be the preferred supplier of air traffic management solutions and associated services to the African continent and selected international markets.

**Mission**

Our Mission is to provide safe, expeditious and efficient air traffic management solutions and associated services, whilst ensuring long-term economic, social and environmental sustainability.

Our business is driven through our embedded Values, being:

* Accountability
* Safety and customer service
* Continuous improvement and innovation
* Employee engagement and development
* Fairness and consistency
* Open and effective communication

The Air Traffic and Navigation Service Company Limited (ATNS) is a State-Owned Company (SOC), established in 1993 in terms of the ATNS Company Act (Act 45 of 1993) to provide air traffic management solutions and associated services on behalf of the State. These services accord with International Civil Aviation Organisation (ICAO) standards and recommended practices, and the South African Civil Aviation Regulations and Technical Standards. As an air navigation services provider (ANSP), ATNS is governed by the nation's legislative and administrative framework.

ATNS is also a commercialised ANSP operating on the "user pays" principle that relies on current revenues and debt funding for its operational and capital expenditure requirements.

Our business offerings are divided into Regulated and non-regulated activities:

**Regulated Business**

At present 90% of ATNS's revenue is facilitated through its regulated business:

Air navigation services and infrastructure

The principal activities of ATNS's regulated business encompass the planning, operating and maintenance of safe and efficient air traffic management services in the airspace for which the State is responsible. Airspace infrastructure consists of the following main components:

* Communications, navigation and surveillance (CNS) infrastructure.
* Auxiliary aviation services, such as aeronautical information publications, flight procedure design and aeronautical surveys.
* Air traffic management.

ATNS's infrastructure development is informed by user expectations and regulatory requirements at a global level; as well as the needs of the air traffic management (ATM) community and new enabling technologies.

Air traffic service charges

As an Air Navigation Service Provider (ANSP), ATNS is regulated economically by the Economic Regulating Committee (RC) that is a statutory body formed and appointed by the Shareholder, the Department of Transport (DoT). The RC is empowered by the ATNS Company Act (Act 45 of 1993) to issue permission to ATNS. The permission regulates the increase in specified tariffs that ATNS can issue and lays down minimum service standards requirements for the regulated business. ATNS is, through the permission, authorised to levy air traffic service charges on users (aircraft operators) for the use of air navigation infrastructure and/or the provision of an air traffic service. The permission has a five-year life span.

Training institution

ATNS runs a successful training institution as a division within the company, namely: the Aviation Training Academy (ATA). The ATA provides a full range of air traffic services training, technical support training and related training to delegates in South Africa and the broader African continent in the disciplines of engineering, air traffic services and management. The ATA is an ISO9001:2000 accredited institution and has international cooperation agreements in place with partners, enabling the academy to maintain mutually beneficial partnerships in the presentation and accreditation of international courses in air traffic services (ATS). The ATA is a world-renowned academy, and in both 2012 and 2013 was formally recognised as the International Air Transport Association (IATA) Worldwide Top Regional Training Partner.

**Non-Regulated Business**

ATNS's non-regulated business currently contributes 10% of the company's revenue. The non-regulated business encompasses a long-term strategy to facilitate regional expansion through a subsidiary vehicle presently known as "ATNS International". ATNS International will enable the company to take a more robust and agile stance in the non-regulated business market without posing undue risks to its regulated market and Shareholder. It will also enable ATNS to enter joint ventures and partnerships with external suppliers so that the company can harness more valuable market opportunities and extend its regional influence and reach.

Additional information is available on ATNS website – [www.atns.co.za](http://www.atns.co.za)

## Purpose of the RFI

ATNS seeks information from Service Providers to propose a comprehensive travel management solution that will allow ATNS to establish and inhouse corporate travel services.

This RFI aims to solicit information that meets the below specifications:

* Reduce costs of ATNS travel services, by initiating, analysing, and reporting on the organisation’s travels and trends, leading to better decision making and consolidated approach.
* Streamline bookings and reservation management. One-stop solution for bookings and management of all ATNS travel reservations, including flights, hotels, shuttle and car hire services local and international.
* One-stop solution for reservation management, monitoring of cost as per legislated cost management directives at any given point, monitoring, reporting and emergency access for travellers.
* Issuing of travellers booking information via email or other platforms
* Progressive integration of travel management services

Understand the International Air Transportation Association (**IATA)** accreditation and operational requirements for in-house travel office solution.

1. **Response to the document**

To assist ATNS with the RFI information, the submitted responses should include at minimum the information stipulated below:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| * 1. **Travel Management Office requirements** | | | | | |
|  | The service provider shall propose IATA accreditation options that will allow ATNS to access the global distribution systems and management of inhouse travel office. | |  | |
|  | The service provider shall propose a solution that will allow ATNS to manage their own bookings and reservations for all travel, accommodation, car hire and shuttle services. | |  | |
| * 1. **Online Travel Booking tool requirements** | | | | | |
|  | Service Provider must propose an online solution for all travel bookings e.g., flights, accommodation, car hire and shuttle, shuttle services. | | |  |
|  | The online booking solution shall ensure that travel bookings are in alignment with the ATNS policies and compliance requirements | | |  |
|  | Does the solution allow for exporting/importing of data to create/generate documentation/reports e.g. pdf, docx, xlsx? | | |  |
|  | The solution shall allow the travellers to book the travel services for themselves (self-booking) | | |  |
|  | The solution shall have the capability to pay travel suppliers and settle expenses. | | |  |
|  | The solution must be able to log each travel request and be able to issue a unique reference number. | | |  |
|  | The system must have the reporting capability (be able to report per traveller, cost centre and department). | | |  |
|  | Allow for attachments relating to travel services or travel claims (PDF, jpg, etc.) | | |  |
|  | The solution shall allow group bookings. | | |  |
|  | The solution shall be able to send notifications to the traveller at each change of the trip approval status. | | |  |
| * 1. **Visualisation** | | | | | |
|  | Does the solution include graphical tools and reports? Elaborate? | | |  |
|  | Does your solution offer dashboard functionality? | | |  |
| * 1. **Integration** | | | | |
|  | The solution shall integrate/automate updates to travel profiles, cost centres, and other material travel information from the ORACLE ERP |  | | |
|  | The solution shall have an integrated/automated cost allocation and payment reconciliations. |  | | |
|  | The solution shall have the capability to integrate with Global Distribution System (GDS) and other booking platforms. |  | | |
|  | Please provide any other solution integration features and functionalities of the solution. |  | | |
| * 1. **Security** | | | | |
|  | How will the solution implement data encryption to protect sensitive and classified information at rest and in transit? (e.g., What encryption algorithm will be used?) |  | | |
|  | What access control mechanisms, such as user authentication, will be implemented within the solution to restrict access to sensitive data? |  | | |
|  | What network security measures will be used to safeguard the solution against unauthorized access? (e.g., Will firewalls and intrusion detection/prevention systems be implemented?) |  | | |
|  | What secure communication protocols will be used for data transmission? (e.g., Will HTTPS be enforced?) |  | | |
|  | What security compliance standards (e.g., NIST) will the solution adhere to? |  | | |
|  | Does the solution maintain comprehensive audit trails that capture detailed transaction information, including user, content, and transmission time for each transaction? |  | | |
|  | Can the solution provide an exportable log of transaction activities for further analysis and record-keeping purposes? |  | | |
| * 1. **Solution Architecture and Storage** | | | | |
| **2.6.1** | Please describe the solution architecture that must include (as a minimum) data management, Operating System management, Server management, storage management, hardware required, virtualisation management, and network management. |  | | |
| **2.6.2** | Does the solution provide flexibility in data storage options, including both on-premises and cloud-based storage solutions? |  | | |
| **2.6.3** | Can the benefits and limitations of each storage option provided by the solution be described? |  | | |
| * 1. **Workflow Management** | | | | |
| **2.7.1** | Does the solution offer workflow management, i.e., when a task requires approval, it will go to the next level of approval? |  | | |
| * 1. **Notification, Alerts and Monitoring** | | | | |
| **2.8.1** | Does the solution have the capability to alert users when tasks need to be performed and include automated escalations? |  | | |
| **2.8.2** | What other alerts and notification does the solution offer? |  | | |
| **2.8.3** | Does the solution allow the tracking and monitoring of all activities? |  | | |
| **2.8.4** | Does the solution send a notification for allocated or overdue tasks? |  | | |
| * 1. **Cost breakdown and Implementation** | | | | |
| **2.9.1** | What are the licensing models available, and what are the associated costs? |  | | |
| **2.9.2** | What hardware requirements are necessary for implementing the solution, and what are the estimated costs? |  | | |
| **2.9.3** | Provide a high-level breakdown of the integration costs for the solution? |  | | |
| **2.9.4** | Does the solution offer access to knowledge bases, user forums, or other ongoing support resources? If so, are these included in the licensing costs or are there separate fees? |  | | |
| **2.9.5** | What is the implementation timeline, and how is a solution of this magnitude implemented? |  | | |
| **2.9.6** | What is the total cost of implementing the solution? |  | | |

# GENERAL INSTRUCTIONS AND ADMINISTRATIVE REQUIREMENTS

## Correspondence during RFI Period

All correspondence shall be referenced as " Inhouse travel " and may be sent by email to [tenders@atns.co.za](mailto:tenders@atns.co.za) or andyn@atns.co.za alternatively delivered by hand to:

ATNS SOC Limited,

Eastgate Office Park, Block C,

South Boulevard Road,

Bruma,

2298

The company, however, shall not be responsible for non-receipt of any sent correspondence.

## Submission of Proposals

All responses shall be delivered at the address stated in below, no later than **06 November 2024@16:00 (CAT)** Proposals may be submitted in both hard and soft copy (USB) and addressed as follows.

Project Description: **ATNS In-House Travel Management Services**

RFI Reference Number: REFERENCE NUMBER: RFI/002/2024/ ATNS In-House Travel:

Supplier Name/Company Name:

Attention: Andy Ngubane, Tel: (011) 607 1000, email: [andyn@atns.co.za](mailto:andyn@atns.co.za)

The RFI documents may be submitted at the tender box, Reception, Ground floor, ATNS, Eastgate Office Park, Block C, South Boulevard Road, Bruma, South Africa.

**OR**

Should a bidder require to submit their documents online, they must send an email to [andyn@atns.co.za](mailto:andyn@atns.co.za) to express their interest to do so not later than 01 November 2024 at 16h00.

On the email Bidders must specify on the subject line – the FRI number and description. Bidder will be provided with Link to upload the documents.

# TERMS

Whilst ATNS has taken every reasonable step to ensure the accuracy of this brief; the company accepts no liability concerning the accuracy of any representation made. ATNS reserves the right to vary the scope and terms described in this document, although the variation is not anticipated at this time. All information in this document and associated responses is Confidential.All designs and documentation will be the property of ATNS.

# PROTECTION OF PERSONAL INFORMATION

## The Service Provider shall ensure that its employees, representatives, and officers, comply with the provisions of the Protection of Personal Information Act, 2013 (“POPIA”) and all other applicable data protection laws and, without limitation to the foregoing, shall ensure the security and confidentiality of all Personal Information processed by that Party is in accordance with POPIA and all other applicable data protection laws.

## The Service Provider must only process personal information of the Company and third parties on behalf of the Company, with the Company’s knowledge or authorisation, treat such information which comes to their knowledge as confidential and must not disclose it unless required by law or in the course of the proper performance of the Service Provider’s duties. The Service Provider must comply with the responsible party’s obligations in clause section 19 of POPIA.

## Where the Service Provider, its agents, subcontractors, officers, directors, shareholders, representatives, or employees has/have access to any Personal Information held by the Company for any reason in connection with this Agreement or is/are supplied with or otherwise provided with Personal Information by the Company or on behalf of the Company for any purpose, or are supplied with or otherwise provided with Personal Information relating to the Services, the Service Provider shall:

### process such Personal Information only for purposes of performing its/their obligations under this Agreement and shall not otherwise modify, amend or alter the contents of such Personal Information or disclose or permit the disclosure of such Personal Information to any third party, unless specifically authorised to do so by the Company or as required by law or any regulatory authority, and shall take all such steps as may be necessary to protect and safeguard such Personal Information.

### without prejudice to the generality of the foregoing, ensure that appropriate, reasonable technical and organisational measures shall be taken by it/them to prevent –

#### the unauthorised or unlawful processing of such Personal Information; and

#### the accidental loss or destruction of, or damage to, such Personal Information; and

#### promptly notify the Company when it becomes aware of any unauthorised, unlawful or dishonest conduct or activities, or any breach of the terms of this Agreement relating to Personal Information.

## The Service Provider shall be liable for all claims, demands, actions, costs, expenses (including but not limited to reasonable legal costs and disbursements), fines, losses and damages arising from or incurred by reason of any wrongful processing of any Personal Information by the Service Provider (including its agents, subcontractors, officers, representatives or employees) for any breach of its obligations or warranties in terms of clause.

## Both Parties will comply with their obligations under POPIA in relation to personal information for which they are the responsible party.

## The Service Provider must notify the Company immediately where there are reasonable grounds to believe that personal information has been accessed or acquired by any unauthorised person (Data Breach) and must assist the Company, at its own cost: a) with any investigation or notice to the Regulator or data subjects that the Company may make in relation to a Data Breach; and b) in responding to any directions by the Regulator to publicise the Data Breach, including assisting the Company to make public announcements if required.

## The Service Provider indemnifies the Company against any civil or criminal action or administrative fine or other penalty or loss as a result of the Service Provider’s breach of this clause.

# POPIA CONSENT

## The Service Provider, by submitting its proposal/ quotation, consents to the use of his/her personal information contained therein and confirms that:

* + 1. The information is voluntarily supplied, without undue influence from any party; and
    2. The information is necessary for the purposes of the engagement with ATNS.
  1. The tenderer acknowledges that he /she is aware of his/her right to:
     1. Access the information at any reasonable time for the purposes of rectification thereof.
     2. Object to the processing of the information.
     3. Lodge a complaint with the Information Regulator.

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**SIGNATURE(S) OF TENDERER(S)**

**SURNAME AND NAME**: ……………………………………………………….

**DATE:** ………………………………………………………

**ADDRESS**: ………………………………………………………

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