13. ANNEXURE A1 – TECHNICAL EVALUATION TECHNICAL SCORECARD

DESKTOP TECHNICAL EVALUATION CRITERIA

#	Bidders are required to submit their detailed response to the information required in this section.	Weight	Reference
1	**Experience of the bidder**	**10**	
1.1	Provide the testimonials/ reference letters from three (3) contactable existing/recent clients (within past 3 years) which are of a similar size to SARS whom we may contact for references. The identified reference should complete **Annexure G** and authenticate it with a company stamp or transfer the information onto their companies' letterhead.	10	
2	**Services**	**100**	
2.1	**Manage all reservations/ bookings** Describe how all travel reservations/ bookings will be handled e.g. air travel, accommodation, car/shuttle hire, etc.	20	
2.2	**Manage all refunds and non-refundable airline-tickets** Describe in detail the refund process and how the unused non-refundable airline tickets will be managed.	10	
2.3	**Provide additional airline services** Indicate ability to secure special airline services for traveller(s) including preferred seating, waitlist clearance, special meals, travellers with disabilities etc.	5	
2.4	**Manage/ arrange a complex itinerary in a cost effective manner** Provide an example of a detailed complex itinerary confirmation that includes air travel, accommodation, car/shuttle hire, passport requirements, confirmation numbers and more as proof of competency. Provide detailed information on ability to guarantee lowest fares for complex international itineraries. Must provide one consolidated itinerary with all applicable services per trip.	10	

#	Bidders are required to submit their detailed response to the information required in this section.	Weight	Reference
2.5	**Effectively manage invoicing** Describe how invoicing processes for rate management, potential duplicate invoices and outstanding open voucher invoices will be handled	15	
2.6	**Lodge Card Reconciliation** Describe the credit card reconciliation process, timing and deliverables.	10	
2.7	**Effective handling of queries and complaints resolution** Describe the queries and complaints resolution process.	5	
2.8	**After-hours and emergency services** a. Provide details of support services for the VIP travellers b. Provide details of support services for other SARS travellers	10	
2.9	Provide details of the disaster recovery plan in the event of power failure, technical difficulties or resource unavailability.	5	
2.10	Provide details of how international hotel bookings can be settled on behalf of the traveller and SARS	10	
3	**Office Management**	20	
3.1	a. Provide job descriptions of the assigned staff. - Branch manager operations - Strategic account manager (or a dual role with Branch Manager Operations) - Senior consultant - Intermediate consultant - Junior consultant b. Provide the management organogram. c. Describe the type of training provided to bidder staff.	5	
3.2	Describe the resource forecasting process employed for staff operations in response to volume changes owing to increased business requirements such as project-related volumes. Any cost implications should be specified in the **(Annexure B).**	5	
3.3	The bidder must ensure seamless setup and implementation of the account. Provide a detailed project plan for implementing the travel management services. The plan must include but are not limited to timelines, roles and	10	

#	Bidders are required to submit their detailed response to the information required in this section.	Weight	Reference
	responsibilities and dependencies.		
4	**Systems**	**10**	
4.1	Describe the proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT). If more than one system is used, indicate the % split in transactions.	5	
4.2	Describe how SARS's data privacy interests will be safeguarded.	5	
5	**Performance Management and Review**	**10**	
5.1.	Provide a sample of the quarterly review used for performance management during the life cycle of the contract.	10	
	SUBTOTAL:	**150**	

PRESENTATION EVALUATION CRITERIA

6	**Bidders will be evaluated based on the criteria in this section for the presentation. The date for the presentation will be communicated to the bidders.**	**Weight**	**Reference**
	a. Brief company profile. (5) b. Cost saving strategy - Describe and provide examples of cost savings initiatives implemented and achieved at previous clients. Indicate what items were targeted for maximum cost savings results.(15) c. SARS will provide practical scenarios on the day of presentation. Half an hour preparation time will be allowed prior presentation. (50) d. System demonstration including booking, cancelation, example invoice and available reporting. (20)		

	Q&A on technical submission.		
	SUBTOTAL:	**90**	