

RFP 29/2022: PROVISION OF TRAVEL MANAGEMENT AND RELATED SERVICES
ANNEXURE A1 - DESKTOP EVALUATION SCORECARD

Bidder Name:	WEIGHT	GUIDELINE	SCORE	COMMENTS
1 Company Profile	3.00		0.00	
1.1 The bidder has provided in their response: The profile of the company indicating a minimum of five (5) years' experience in the travel industry.	3.00	<ul style="list-style-type: none"> 3 = The bidder has provided the profile of the company indicating a minimum of 5 years experience and above 0 = No information provided or less than 5 years experience 	0.00	
2 Personnel Resources	12.00		0.00	
2.1 (a) The bidder has provided the CV's of all dedicated staff to SARS indicating experience in the travel management industry including: <ul style="list-style-type: none"> +x1 Head of Operations (minimum of five years' experience) +x1 Account manager (minimum of five years' experience) +x1 Operations Manager (minimum of five years' experience) +x1 Team Leader (minimum of five years' experience) +x2 Senior consultants (minimum of five years' experience) +x8 Junior consultants (minimum of three years' experience) Note: CVs must be signed by both the Bidder's authorised representative and the resource concerned, in order to confirm that it is accurate and complete.	12.00	<ul style="list-style-type: none"> 12= The bidder has provided the CV's of all dedicated staff to SARS indicating experience in the travel management industry including: <ul style="list-style-type: none"> a) x1 Head of Operations (minimum of five years' experience) b) x1 Account manager (minimum of five years' experience) c) x1 Operations Manager (minimum of five years' experience) d) x1 Team Leader (minimum of five years' experience) e) x2 Senior consultants (minimum of five years' experience) f) x8 Junior consultants (minimum of three years' experience) NB: The bidder will either get a 12 or 0 0= Less than required staff, without required minimum experience. No information provided 	0.00	
3 Travel Services	33.00		0.00	
3.1 Management of all Reservations bookings The bidder has described the process flow including their standard operating procedures on how all travel reservations/ bookings will be handled for the following: (a) Air (b) Accommodation (c) Car/shuttle hire	6.00	<ul style="list-style-type: none"> 6 = The bidder has described the process flow including their standard operating procedures on how all travel reservations/ bookings will be handled for the following: <ul style="list-style-type: none"> (a) Air (b) Accommodation (c) Car/shuttle hire 0= No information provided, bidder will score 0 if one or more of the above is not covered. 	0.00	
3.2 Management of all refunds and non-refundable airline tickets The bidder has described the refund process flow and how unused non-refundable airline tickets will be managed i.e refund register, timelines for processing and paying refund	2.00	<ul style="list-style-type: none"> 2 = The bidder has described the refund process flow of how refundable tickets will be managed i.e refund register, timelines for processing and paying refund 0= No information provided 	0.00	
3.3 List of National and International Service Providers The bidder has provided a list of domestic travel services providers in all geographic locations where SARS has operations for the following services: Accommodation, Various modes of Transport. The bidder has provided a list of international travel services providers for the following services: Accommodation, Various modes of Transport. The bidder has proposed value-add services which may include but not limited to the following: secure reliable and special travel services to maximise value for money for SARS e.g. parking, preferred seating, waitlist clearance, special meals, travellers with disabilities, forex, Visa requirements, Vaccination etc.	6.00	<ul style="list-style-type: none"> 2 = The bidder has provided a list of Domestic Travel Services Providers in all geographic locations where SARS has operations for the following services: Accommodation, Various modes of Transport. 2 = The bidder has provided a list of International Travel Services Providers for the following services: Accommodation, Various modes of Transport. 2 = The bidder has proposed value-add services which may include but not limited to the following: secure reliable and special travel services to maximise value for money for SARS e.g. parking, preferred seating, waitlist clearance, special meals, travellers with disabilities, forex, Visa requirements, Vaccination etc. 0= No information provided 	0.00	
3.4 Management of complex itinerary The bidder has provided an example of a detailed complex itinerary confirmation that includes the following: (a) air travel, (b) accommodation, (c) Transport e.g. car/shuttle hire, train, bus, (d) Visa requirements, (e) Travel insurance cover, (f) Travel alerts i.e weather, Vaccination requirements etc. Bidder must provide one (1) consolidated itinerary with all applicable services for domestic and international trip. NB: Visa requirements and travel insurance not required for Domestic travel.	4.00	<ul style="list-style-type: none"> 4 = The bidder has provided an example of a detailed complex itinerary confirmation that includes the following for both Domestic & International Trip: <ul style="list-style-type: none"> (a) air travel, (b) accommodation, (c) Transport e.g. car/shuttle hire, train, bus, (d) Visa requirements, (e) Travel insurance cover, (f) Travel alerts i.e weather, Vaccination requirements etc. NB: Bidder must provide one (1) consolidated itinerary with all applicable services for domestic and international trip. +2 points for Domestic trip, +2 points for international trip. Visa requirements and travel insurance not required for Domestic travel. 0= No information provided, bidder will score 0 if one or more of the above is not covered. 	0.00	
3.5 Management of Invoices and Payments The bidder has described how the invoicing process is managed to ensure the following: 1. Alignment with National Treasury Regulations 2. Negotiated rates with service providers 3. Reduction of errors e.g. duplicate invoices 4. Outstanding open invoices will be handled effectively 5. Maintain up to date accounts with domestic service providers.	5.00	<ul style="list-style-type: none"> 5 = The bidder has described how invoicing process is managed to ensure the following: <ul style="list-style-type: none"> Alignment with National Treasury Regulations Negotiated rates with service providers Reduction of errors e.g. duplicate invoices Outstanding open invoices will be handled effectively Maintain up to date accounts with domestic service providers. 0 = No information provided, bidder will score 0 if one or more of the above processes is not covered. 	0.00	
3.6 Diners Lodge Credit Card and other Payment Method 1. The bidder has described the process flow for making payments using the SARS Diners Lodge credit card and reconciliation thereof. 2. The bidder has described an alternative Payment method other than the SARS Diners Lodge credit card and proof of payment thereof.	2.00	<ul style="list-style-type: none"> 1 = The bidder has described the process flow for making payments using the SARS Diners Lodge credit card and reconciliation thereof. 1 = The bidder has described an alternative Payment method other than the SARS Diners Lodge Card. 0 = No information provided 	0.00	
3.7 Management of Queries and Complaints Resolution including management of escalations 1. The bidder has described how the queries and complaints resolution process will be handled within 24 hours 2. The bidder has provided a clear escalation structure for queries and complaints	2.00	<ul style="list-style-type: none"> 1 = The bidder has described how the queries and complaints resolution process will be handled within 24 hours 1 = The bidder has provided a Clear Escalation structure for queries and complaints 0 = No information provided, resolution process will be handled after more than 24 hours 	0.00	
3.8 After-hours and Emergency Services The bidder has demonstrated the following: (a) Ability to provide all travel services as required by SARS after hours and provided contact Details of support services for the VIP travellers (b) Ability to provide all travel services as required by SARS after hours and provided contact Details of support services for other SARS travellers	3.00	<ul style="list-style-type: none"> The bidder has provided details regarding after-hours and emergency services The details include the following: <ul style="list-style-type: none"> 1.5 = (a) Ability to provide all travel services as required by SARS after hours and provided contact Details of support services for the VIP travellers 1.5 = (b) Ability to provide all travel services as required by SARS after hours and provided contact Details of support services for other SARS travellers>Contact details of support services for other SARS travellers 0 = No information provided 	0.00	
3.9 Disaster Recovery Plan The bidder has provided details of the disaster recovery plan in the event of power failure, technical difficulties e.g. IT system failures or resource unavailability etc.	3.00	<ul style="list-style-type: none"> The bidder has provided details of the disaster recovery plan in the event of power failure, technical difficulties or resource unavailability. The details include the following: <ul style="list-style-type: none"> 1= Back-up process in the event of power failure 1= Back-up process in the event of technical difficulties e.g. IT system failure 1= Back-up process in the event of resource unavailability 0 = No information provided 	0.00	
4 Testimonials	6.00		0.00	
4.1 The bidder submitted a completed testimonial template (Annexure A3): a) Bidder has provided 3 recent testimonials from a minimum of three (3) recent clients (not older than 5 years) which are of a similar size to SARS where travel management and related services were provided The testimonial must include the following information for each client: • Client name; • The client's contact person and phone number; • Contract period; • Description of the services; and • Level of satisfaction. The three (3) testimonials must be on a company's letterhead or authenticated by a company stamp	6.00	<ul style="list-style-type: none"> Bidder has provided 3 recent testimonials from recent clients 3 recent (not older than 5 years) which are of a similar size to SARS where travel management and related services were provided. The testimonials must include but not limited to: NB: Two (2) points for each 3 recent testimonials, with the below information: • Client name; • The client's contact person and phone number; • Contract period; • Description of the services; and • Level of satisfaction. 0 = If the size of the client organisation is not similar to SARS & description of the service is not aligned to the scope of work, if the level of satisfaction is poor and if the testimonial does not meet all of the above requirements. 	0.00	
5 Performance Reports	10.00		0.00	
5.1 1. The bidder has provided a sample of quarterly and annual detailed travel dashboard reports indicating cost incurred, actual volumes (i.e. car rental, airline, shuttles, accommodation) analysis, challenges and achievements for the relevant period and recommendations to ensure cost savings for SARS. 2. The bidder has provided a sample of weekly and monthly detailed travel dashboard reports indicating cost incurred, actual volumes (i.e. car rental, airline, shuttles, accommodation) analysis, challenges and achievements for the relevant period and recommendations to ensure cost savings for SARS.	10.00	<ul style="list-style-type: none"> The bidder has provided a sample of quarterly reports used for performance management during the lifecycle of the contract indicating the following: • 2 = The bidder has provided a sample of quarterly and annual detailed travel dashboard reports indicating cost incurred, actual volumes (i.e. car rental, airline, shuttles, accommodation) analysis, challenges and achievements for the relevant period and recommendations to ensure cost savings for SARS. 5 = The bidder has provided a sample of weekly and monthly detailed travel dashboard reports indicating cost incurred, actual volumes (i.e. car rental, airline, shuttles, accommodation) analysis, challenges and achievements for the relevant period and recommendations to ensure cost savings for SARS. 0 = No information provided 	0.00	
TOTAL	64.00		0.00	