

RFP 29/2022: PROVISION OF TRAVEL MANAGEMENT AND RELATED SERVICES

ANNEXURE A2 - PRESENTATION EVALUATION SCORECARD

#	Bidder Name:	WEIGHT	GUIDELINE	SCORE	COMMENT
6	Systems	20.00		0.00	
6.1	(a) The bidder has demonstrated their online booking system used for all their reservations (e.g. Global Distribution System (GDS) etc.), showing its full functionality including the following: <ul style="list-style-type: none"> • Booking • Cancellation • Example of invoice • Example of available Reporting. 	5.00	BOOKING SYSTEM The bidder has demonstrated the third party travel booking system used for making reservations (e.g. Global Distribution System (GDS)), showing its full functionality including the following: <ul style="list-style-type: none"> • 2 = Booking • 1 = Cancellation and amendments • 1 = Example of invoice • 1 = Example of available Reporting. • 0 = No information provided 	0.00	
	(b) The bidder has demonstrated their Online Booking Tool (OBT) and indicated how SARS travellers can utilise it showing its full functionality including the following: <ul style="list-style-type: none"> • Smooth interface with SAP • Live travel reservations for point to point and apply best rates i.e. car hire, accommodation, flights, shuttle • Direct interface in the backend to at least one of the following Global Distribution System (GDS) systems: Travelport, Amadeus or Sabre or fully independent end-to-end solution, including fulfillment • Workflow approval with capability to send booking confirmations via e-mail and SMS • Example of available Reporting 	15.00	BOOKING TOOL The bidder has demonstrated their own in-house Online Booking Tool (OBT) and indicated how SARS travellers can utilise it showing its full functionality including the following: <ul style="list-style-type: none"> • 3 = Smooth interface with SAP • 3 = Live travel reservations for point to point and apply best rates i.e. car hire, accommodation, flights, shuttle • 3 = Direct interface in the backend to at least one of the following Global Distribution System (GDS) systems: Travelport, Amadeus or Sabre or fully independent end-to-end solution, including fulfillment • 3 = Workflow approval with capability to send booking confirmations via e-mail and SMS • 3 = Example of available Reporting • 0 = No information provided 	0.00	
7	Call Centre Services	6.00		0.00	
7.1	The bidder has demonstrated a view of their call centre activities/ services: (a) Availability of a 24-7 hours 365 days call centre (b) Fully equipped with the necessary technology (call recorders, call centre performance reports etc) (c) Dedicated team for SARS	6.00	The bidder has demonstrated a view of their call centre activities/ services: <ul style="list-style-type: none"> • 2 = Availability of a 24-7 hours 365 days call centre • 2 = Fully equipped with the necessary technology (call recorders, call centre performance reports etc) • 2 = Dedicated team for SARS • 0 = No information provided, bidder will score 0 if one or more of the above is not covered. 	0.00	
8	Cost Saving Strategy	10.00		0.00	
8.1	The bidder has described and provided the following: (a) Examples of cost savings initiatives (minimum of 5) implemented and achieved at previous clients relating to: Accommodation, Airline and Transport etc. (b) Indication of items that were targeted for maximum cost savings results	10.00	COST SAVING STRATEGY The bidder has presented detailed cost savings initiatives/ strategies (more than one) including but not limited to: <ul style="list-style-type: none"> • 5 = Examples of cost savings initiatives (minimum of 5) implemented and achieved at previous clients relating to: Accommodation, Airline and Transport etc. • 5 = Indication of items that were targeted for maximum cost savings results • 0 = No information provided, impractical information provided, less than 5 initiatives 	0.00	
Total Points		36.00		0.00	