DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTELEMENTS & TRADITIONAL AFFAIRS: NORTHERN CAPE

Annexure A2

DESKTOP EVALUATION TECHNICAL SCORECARD

AND COMPLIANCE CHECKLIST

RATING SCALE THAT BID EVALUATION COMMITTEE MEMBERS WILL USE

Definition	Score
Exceeds the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	5
Satisfies the requirement with **minor additional benefits**. Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	4
Satisfies the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with supporting evidence.	3
Satisfies the requirement with **major reservations**. Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	2
Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource & quality measures required to provide the goods / services, with little or no supporting evidence.	1

Evaluation Criteria	Weight
1. Methodology: Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition. ➤ **Manage all reservations/ bookings.** Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); car rental; flights etc. This will include, without limitation, an example of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirement, confirmation numbers and additional proof of competency. ➤ **Manage group bookings.** Describe your capabilities for handling group bookings (e.g. for meetings, conferences, events etc.). Please specify if these bookings would be done by the TMC or outsourced. ➤ **Directly negotiated rates** Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by Department of Cooperative Governance, Human Settlements & Traditional Affairs: Northern Cape are **non-commissionable**, where commissions are earned for Department	**35**

of Cooperative Governance, Human Settlements & Traditional Affairs: Northern Cape bookings, all these commissions should be returned to Department of Cooperative Governance, Human Settlements & Traditional Affairs: Northern Cape on a quarterly basis.
 	
Describe how these specific rates will be secured. Describe any automated tools that will be used to assist with maintenance and processing of the said negotiated rates.
 	
➤ **Manage airline reservations.**
 	
Describe in detail the process of booking the most cost-effective and practical routing for the traveller.
 	
This will include, without limitation, the refund process and how you manage the unused non-refundable airline tickets, your ability to secure special airline services for traveller(s) including preferred seating, waitlist clearance, special meals, travellers with disabilities, etc.
 	
➤ **After-hours and emergency services**
 	
The bidder must have capacity to provide reliable and consistent after hours and emergency support to traveller(s).
 	
Please provide details/ Standard Operating Procedure of your after-hour support e.g.
   -   how it is accessed by Travellers,
   - where it is located, centralized/ regionalised, in-country (owned)/ outsourced	

etc. - is it available 24/7/365 Reminders to Department of Cooperative Governance, Human Settlements & Traditional Affairs: Northern Cape to process purchase orders within 24 hours to reduce queries on invoices ➢ **Communication** Describe how you will ensure that travel bookers are informed of the travel booking processes. Describe your communication process where the traveller, travel co-ordinator/booker and travel management company will be linked in one smooth continuous workflow.	
2. Account Management: Describe how you will implement the negotiated rates and maximum allowable rates established either by the Department of Cooperative Governance, Human Settlements & Traditional Affairs: Northern Cape or the National Treasury. Describe how you will manage the 30-day bill-back account facility. Describe how pre-payments will be handled where it is required for smaller Bed & Breakfast /Guest House facilities. Describe how invoicing will be handled, including the process of rectifying discrepancies between purchase orders and invoices, supporting documentation, reconciliation of transactions and the timely provision of invoices to Department of Cooperative Governance, Human Settlements & Traditional Affairs: Northern Cape Please describe credit card reconciliation process, timing and deliverables (if	**20**

applicable).	
Provide the proposed Account Management structure / organogram.	
Describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service.	
Describe how queries, requests, changes and cancellations will be handled. What is your mitigation and issue resolution process? Please provide a detailed response indicating performance standards with respect to resolving service issues. Complaint handling procedure must be submitted.	
What is in place to ensure that the Department of Cooperative Governance, Human Settlements & Traditional Affairs: Northern Cape's travel Policy is enforced.	
How will you manage the service levels in the SLA and how will you go about doing customer satisfaction surveys?	
Indicate what workshops/training will be provided to Travellers and /or Travel Bookers.	
3. Company experience:	**15**
Provide the reference letters from at least three (3) contactable existing/recent clients (within past 3 years) which are of a similar size to Department of Cooperative Governance, Human Settlements & Traditional Affairs: Northern Cape whom we may contact for references. The letter must include: company name, contact name, address, phone number, and duration of contract, value of the travel expenditure,	

a brief description of the services that you provided and the level of satisfaction.	
4. ASATA membership: ASATA (Association of South African Travel Agents) Membership. Provide proof of such membership.	**15**
5. Value-added services: Describe how you will manage data and management information such as traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour, transaction level data, etc Provide a description of all technology and reporting products proposed for Department of Cooperative Governance, Human Settlements & Traditional Affairs: Northern Cape.	**15**
TOTAL.	**100**