

**ANNEXURE A2:**

**DESKTOP EVALUATION TECHNICAL SCORECARD AND COMPLIANCE CHECKLIST**

**The form must be submitted in File 1 (Technical file), Exhibit 2**

**EXAMPLE OF HOW THE BIDDER MUST COMPLETE THE COMPLIANCE CHECKLIST:**

<b>Paragraph No</b>	<b>Technical Criteria</b>	<b>Reference page in Proposal</b>	<b>Comments</b>
1.2	<b>Experience of the bidder</b>	Exhibit 2: Page 8 to 12	Bidder to summarize the motivation of compliance, partial compliance or non-compliance to the requirement.
2.1	<b>Manage all reservations and bookings</b>	Exhibit 2: Page 13 to 15	Bidder to summarize the motivation of compliance, partial compliance or non-compliance to the requirement.
2.2	<b>Manage all refunds and non-refundable airline- tickets</b>	Exhibit 2: Page 17 to 20	Bidder to summarize the motivation of compliance, partial compliance or non-compliance to the requirement.

**The Bidders will be evaluated according to the technical evaluation criteria in the scorecard below.**

**Bidders must indicate their ability to do the following and to substantiate as required with supporting documentation.**

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
<b>TO BE COMPLETED BY THE BIDDER</b>					
<b>DESKTOP EVALUATION</b>		<b>WEIGHT</b>			
<b>1</b>	<b>GENERAL</b>	<b>15</b>	<b>PARAGRAPH 5.3.1</b>		
1.1	<p>Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.</p> <p>5 = Detailed transition plan provided and covers implementation of service with service interruption as well as engagement with the incumbent service provider</p> <p>4 = Detailed transition plan provided and covers implementation of service with service interruption only</p>	5	Paragraph 15.3.1 (j)		

<p>3 = Detailed transition plan provided but does not cover any of the requirements above</p> <p>2 = Transition plan provided is not detailed and does not cover any of the requirements above</p> <p>1 = Transition plan not provided</p>				
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1.2	<p>Provide the signed reference letters from at least three (3) contactable existing/recent clients (within past 3 years) which are of a similar size to ICASA whom we may contact for references. The letter must be on a company letterhead and include, 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</p>	5	Paragraph 15.3.1 (k)		
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	<p>satisfaction.</p> <p>5 = Three (3) signed reference letters from clients of a similar size to ICASA with all the required contents mentioned above</p> <p>4 = Two (2) signed reference letters from clients of a similar size to ICASA with all the required contents mentioned above</p> <p>3 = One (1) signed reference letter from a client of a similar size to ICASA with all the required contents mentioned above</p> <p>2 = Signed reference letter (s) from client (s) of a smaller size to ICASA with all the required contents mentioned above</p> <p>1 = Reference letter (s) not signed and/or does not include all the required contents mentioned above / Reference letter (s) not provided</p>				
1.3	<p>ASATA (Association of South African Travel Agents) Membership. Provide a certified copy of the membership certificate.</p> <p>5 = Certified copy of the membership certificate provided</p>	5	Paragraph 15.3.1 (I)		

	4 = Copy of the membership certificate provided				
	1 = Membership certificate not provided				

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<b>2</b>	<b>RESERVATIONS</b>	<b>50</b>	<b>PARAGRAPH 15.3.2 TO 15.3.6</b>		
2.1	<p><b>Manage all reservations/ bookings.</b> 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.</p> <p>5 = A description of how all travel reservations/ bookings are handled as well</p>	10	<p>Paragraph 15.3.2 Paragraph 15.3.3 Paragraph 15.3.4 Paragraph 15.3.5</p>		

<p>as an example that includes all the items mentioned above</p> <p>4 = A description of how all travel reservations/ bookings are handled as well as an example that includes some of the items mentioned above</p> <p>3 = A description of how all travel reservations/ bookings are handled as well as an example that includes none of the items mentioned above</p> <p>2 = A description of how all travel reservations/ bookings are handled provided without an example.</p> <p>1 = No description nor an example of how all travel reservations/ bookings are handled provided</p>				
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2.2	<p><b>Manage group bookings.</b> 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.</p> <p>5 = Capable for handling group bookings</p> <p>1 = Incapable for handling group bookings</p>	10	Paragraph 15.3.2 (i)		



2.3	<p><b>Directly negotiated rates</b></p> <p>Negotiated airline fares, accommodation establishment rates, car rental rates, etc., that are negotiated directly or established by National Treasury or by Independent Communication Authority of South Africa are <b>non-commissionable</b>, where commissions are earned for ICASA bookings, all these commissions should be returned to the Authority on a quarterly basis.</p> <p>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.</p> <p>5 = Process description of how specific rates will be secured and an automated tool used to assist with maintenance and processing of the said negotiated rates</p> <p>4 = An automated tool used to assist with maintenance and processing of the said negotiated rates but no process description of how specific rates will be secured</p> <p>3 = Process description of how specific rates will be secured but no automated tool used to assist with maintenance and processing of the said negotiated rates</p> <p>1 = No process description of how specific rates will be secured nor an automated tool</p>	10	Paragraph 15.3.2 (q)		
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	used to assist with maintenance and processing of the said negotiated rates				
2.4	<p><b>Manage airline reservations.</b></p> <p>Describe in detail the process of booking the most cost-effective and practical routing for the traveler. This will include, without limitation, the refund</p>	10	Paragraph 15.3.3		

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	<p>process and how you manage the unused non- refundable airline tickets, your ability to secure special airline services for traveler(s) including preferred seating, waitlist clearance, special meals, travelers with disabilities, etc.</p> <p>5 = Detailed process of booking the most cost-effective and practical routing covering the items mentioned above and more</p> <p>4 = Detailed process of booking the most cost-effective and practical routing covering the items mentioned above</p> <p>3 = Process of booking the most cost-effective and practical routing covering the items mentioned above but not detailed</p> <p>2 = Process of booking the most cost-effective and practical routing covering none of the items mentioned above</p> <p>1 = No process of booking the most cost-effective and practical routing provided</p>				

2.5	<p><b>After-hours and emergency services</b></p> <p>The bidder must have capacity to provide reliable and consistent after hours and emergency support to traveler(s). Please provide details/ Standard Operating Procedure of your after-hour support e.g.</p> <ul style="list-style-type: none"> <li>- how it is accessed by Travelers,</li> <li>- where it is located, centralized/ regionalized, in-country (owned)/ outsourced etc.</li> <li>- is it available 24/7/ 365?</li> <li>- Reminders to the Authority to process purchase orders within 24 hours to reduce queries on invoices</li> </ul> <p>5 = Bidder has the capacity to provide reliable and consistent after hours and emergency support to traveler(s) and Standard Operating Procedure that cover items mentioned above and more</p> <p>4 = Bidder has the capacity to provide reliable and consistent after hours and emergency support to traveler(s) and Standard Operating Procedure that cover items mentioned above</p> <p>3= Bidder has the capacity to provide reliable and consistent after hours and emergency support to traveler(s) but the Standard Operating Procedure does not</p>	10	Paragraph h 15.3.6		
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	<p>cover items mentioned above</p> <p>2 = Bidder has the capacity to provide reliable and consistent after hours and emergency support to traveler(s) but does not have a Standard Operating Procedure</p> <p>1 = Bidder does not have the capacity to provide reliable and consistent after hours and emergency support to traveler(s) nor do they have a Standard Operating Procedure</p>				
<b>3</b>	<b>COMMUNICATION</b>	<b>5</b>	<b>PARAGRAPH 15.4</b>		

<b>#</b>	<b>TECHNICAL EVALUATION CRITERION</b>	<b>WEIGHT</b>	<b>REFERENCE IN BID DOCUMENT</b>	<b>REFERENCE PAGE IN BIDDERS PROPOSAL</b>	<b>COMMENTS</b>
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3.1	<p>Describe how you will ensure that travel bookers are informed of the travel booking processes.</p> <p>Describe your communication process where the traveler, travel coordinator/booker and travel management company will be linked in one smooth continuous workflow.</p> <p>5 = Communication process proves that the traveler, travel coordinator/booker and travel management company will be linked in one smooth continuous workflow</p> <p>1 = Communication process does not prove that the traveler, travel coordinator/booker and travel management company will be linked in one smooth continuous workflow</p>	5	Paragrap h 15.4		
<b>4</b>	<b>FINANCIAL MANAGEMENT</b>	<b>5</b>	<b>PARAGRAPH H 15.5</b>		

4.1	<p>Describe how you will implement the negotiated rates and maximum allowable rates established either by ICASA or the National Treasury.</p> <p>Describe how you will manage the 30-day bill- back account facility.</p> <p>Describe how pre-payments will be handled where it is required for smaller Bed &amp; Breakfast /Guest House facilities.</p> <p>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 ICASA</p>	5	Paragraph 15.5		
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	<p>Please describe credit card reconciliation process, timing and deliverables (if applicable).</p> <p>5 = Bidder has a process to implement the negotiated rates and maximum allowable rates; to manage the 30-day bill- back account facility; to handle pre-payments; to handle invoicing; rectifying discrepancies; reconciliation of transactions and the timely provision of invoices to ICASA.</p> <p>4 = Bidder has a process to implement the negotiated rates and maximum allowable rates; to handle invoicing; rectifying discrepancies; reconciliation of transactions and the timely provision of invoices to ICASA only</p> <p>3 = Bidder has a process to implement the negotiated rates and maximum allowable rates; to handle invoicing; reconciliation of</p>				



	<p>transactions and the timely provision of invoices to ICASA only</p> <p>2 = Bidder has a process to implement the negotiated rates and maximum allowable rates only</p> <p>1 = Bidder has no processes</p>				
<b>5</b>	<b>TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING</b>	<b>5</b>	<b>PARAGRAPH 15.6</b>		
5.1	<p>Describe the proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT) or Self-Booking tool (SBT).</p> <p>Describe how travel consultants' access and book web airfares i.e. non-GDS inventories (low cost carriers/ consolidators), and hotel web rates.</p> <p>Describe how you will manage data and management information such as traveler profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveler behavior, transaction level data, etc. (refer to the detail in <b>Paragraph 15.6.6 and 15.6.8</b>) Give actual examples of standard reports that you currently have available. Give an indication if reports can be customized.</p>	5	Paragraph 15.6		

	<p>Provide a description of all technology and reporting products proposed for the Authority.</p>				
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	<p>Can the TMC comply with the ICASA monthly reporting requirement as prescribed by National Treasury? See Monthly Reporting Template prescribed by National Treasury Instruction No 3 of 2016/17.</p> <p>Describe the compatibility of your online solution to fully integrate into the Authority's financial system (JDE). Indicate the turnaround time to complete this process and a breakdown of the expected cost that will be associated with it (in case ICASA decide to integrate)</p> <p>5 = Bidder has a booking system and a process on how travel consultants can access and make bookings; a process to manage data and management information as well as an example of standard reports reflecting all the data mentioned above and in Paragraph 15.6.6 and 15.6.8.</p>				
	<p>4 = Bidder has a booking system and a process on how travel consultants can access</p>				

	<p>and make bookings; a process to manage data and management information as well as an example of standard reports reflecting some the data mentioned above and some in Paragraph 15.6.6 and 15.6.8.</p> <p>3 = Bidder has a booking system and a process on how travel consultants can access and make bookings; a process to manage data and management information but no example of standard reports</p> <p>2 = Bidder has a booking system and a process on how travel consultants can access and make bookings; but no process to manage data and management information.</p> <p>1 = Bidder has no booking system</p>				
<b>6</b>	<b>ACCOUNT MANAGEMENT</b>	<b>5</b>	<b>PARAGRAPH 15.7</b>		
6.1	<p>Provide the proposed Account Management structure / organogram.</p> <p>Describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service.</p> <p>Describe how queries, requests, changes and cancellations will be handled. What is your</p>	5	<p>Paragraph 15.7.1 and 15.7.2</p> <p>Paragraph 15.7.3</p> <p>Paragraph 15.7.4</p>		

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	<p>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.</p> <p>What is in place to ensure that the ICASA travel Policy is enforced.</p> <p>How will you manage the service levels in the SLA and how will you go about doing customer satisfaction surveys?</p> <p>Indicate what workshops/training will be provided to Travelers and /or Travel Bookers.</p> <p>5 = Bidder has an account Management structure / organogram; quality control procedures/ processes; a process to handle queries, requests, changes and cancellations; mitigation and issue resolution process as well as performance standards with respect to resolving service issues; Complaint handling procedure; customer satisfaction surveys process; workshops/training provision to Travelers and /or Travel Bookers.</p>		<p>Paragraph 15.7.5</p> <p>Paragraph 15.7.6</p> <p>Paragraph 15.7.7</p>		

4 = Bidder has no account Management structure / organogram but has quality control procedures/ processes; a process to handle queries, requests, changes and cancellations; mitigation and issue resolution process as well as performance standards with respect to resolving service issues; Complaint handling procedure; customer satisfaction surveys process; workshops/training provision to Travelers and /or Travel Bookers.

3 = Bidder does not have an account Management structure / organogram; no customer satisfaction surveys process; no quality control procedures/ processes; no workshops/training provision to Travelers and /or Travel Bookers but has a process to handle queries, requests, changes and cancellations; mitigation and issue resolution process as well as performance standards with respect to resolving service issues and a Complaint handling procedure.

2 = Bidder does not have an account Management structure / organogram; no customer satisfaction surveys process; no quality control procedures/ processes; no workshops/training provision to Travelers and /or Travel Bookers; no mitigation and issue resolution process; no performance standards with respect to resolving service issues; no Complaint handling procedure but has a process to handle queries, requests,

	<p>changes and cancellations.</p> <p>1 = Bidder does not have an account Management structure / organogram; no customer satisfaction surveys process; no quality control procedures/ processes; no workshops/training provision to Travelers and /or Travel Bookers; no mitigation and issue resolution process; no performance standards with respect to resolving service issues; no Complaint handling procedure; no process to handle queries, requests, changes and cancellations.</p>				
<b>7</b>	<b>COST MANAGEMENT</b>	<b>5</b>	<b>PARAGRAPH 5.9</b>		
7.1	<p>Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results?</p> <p>Describe how you will assist the Authority to realize cost savings on annual travel spend.</p> <p>5 = Bidder has a detailed strategic cost savings plan for the contract duration indicating items to target for maximum cost savings results.</p> <p>3 = Bidder has a detailed strategic cost savings plan for the contract duration without indicating items to target for maximum cost savings results.</p> <p>1 = Bidder does not have a detailed strategic cost savings plan for the contract duration</p>	5	Paragraph 15.9		

	indicating items to target for maximum cost savings results.				
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<b>8</b>	<b>QUARTERLY AND ANNUAL TRAVEL REVIEWS</b>	<b>5</b>	<b>PARAGRAPH 5.10</b>		
8.1	<p>Provide a sample of a Quarterly and Annual review used for performance management during the life cycle of the contract.</p> <p>5 = A sample of a Quarterly and Annual review used for performance management during the life cycle of the contract provided</p> <p>3 = A sample of an Annual review used for performance management during the life cycle of the contract provided</p> <p>1 = No sample provided</p>	5	Paragraph 5.10		
<b>9</b>	<b>OFFICE MANAGEMENT</b>	<b>5</b>	<b>PARAGRAPH 5.11</b>		

<p>9.1</p>	<p>Provide an overview of your back-office processes detailing the degree of automation for air tickets workflow, ground arrangements and bill back workflow. Describe roles and responsibilities of assigned staff. Please provide the management hierarchy. Describe type of training provided to travel agency personnel</p> <p>Describe the forecasting system employed to staff operations in response to volume changes owing to conferences, project-related volumes, etc.</p> <p>5 = Bidder has back-office processes detailing the degree of automation for items mentioned above; clearly documented roles and responsibilities of assigned staff; proof of training provided to travel agency personnel; forecasting system employed to staff operations in response to volume changes</p> <p>4 = Bidder has back-office processes detailing the degree of automation for items mentioned above; clearly documented roles and responsibilities of assigned staff; proof of training provided to travel agency personnel but no forecasting system employed to staff operations in response to volume changes</p>	<p>5</p>	<p>Paragraph h 15.11</p>		
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<p>3 = Bidder has back-office processes detailing the degree of automation for items mentioned above; clearly documented roles and responsibilities of assigned staff but no proof of training provided to travel agency personnel nor forecasting system employed to staff operations in response to volume changes</p> <p>2 = Bidder has back-office processes detailing the degree of automation for items mentioned above but has not clearly documented roles and responsibilities of assigned staff; no proof of training provided to travel agency personnel nor forecasting system employed to staff operations in response to volume changes</p> <p>1 = Bidder has no back-office processes detailing the degree of automation for items mentioned above; has not clearly documented roles and responsibilities of assigned staff; no proof of training provided to travel agency personnel nor forecasting system employed to staff operations in response to volume changes</p>				
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