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ANNEXURE A

DESKTOP EVALUATION TECHNICAL SCORECARD AND COMPLIANCE CHECKLIST

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1. The weighting is allocated 80 points, and the total score is converted to 100, which is $(80 \times 5 = 400)$ and will be converted by $(400/400 \times 100 = 100)$. The allocation of scores for bidders will therefore be calculated the same, for example, if the bidder scores 320 out of 400, then the score is $(320/400 \times 100) = 80$ points.

2. The bidders must fill in the Desktop Evaluation Technical Scorecard and Compliance Checklist by following the method explained in the example depicted below:

Section No.	Technical Evaluation Criteria	Reference page in bidder's proposal	Comments
1.1	Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.	Bidder must indicate the response in their proposal stating the paragraph and page(s) where they evidence of compliance to the requirement, e.g. Exhibit Number, or Paragraph Number, in page number to page number.	Bidder must summarize the motivation of compliance, stating if its partial or full or non-compliance to the requirement.

3. The bidders must clearly indicate where their responses are in their proposal for each of the technical requirement for all sections.

4. The allocation of scores will be based on the rating scale indicated below.

The rating scale that will be used to evaluate this scorecard is as follows:

Rating	Definition	Score
Excellent	Exceeds the requirement, exceptional demonstration by the bidder of the ability, understanding, experience, skills, resource and quality measures required to provide the services. Response identifies factors that will offer potential added value, with supporting evidence.	5
Good	Satisfies the requirement with minor additional benefits . Above average demonstration by the bidder of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the services. Response identifies factors that will offer potential added value, with supporting evidence.	4
Acceptable	Satisfies the requirement. The bidder demonstrates relevant ability, understanding, experience, skills, resource and quality measures required to provide the services, with supporting evidence.	3
Minor Reservations	Satisfies the requirement with minor reservations . The bidder's relevant ability, understanding, experience, skills, resource and quality measures to provide services show some minor reservations, with little or no supporting evidence.	2
Serious Reservations	Satisfies the requirement with major reservations . Considerable reservations of the bidder's ability, understanding, experience, skills, resource and quality measures required to provide the services, with little or no supporting evidence.	1
Unacceptable	The bidder does not meet the requirements . The bidder does not comply and/or provides insufficient information to demonstrate their ability, understanding, experience, skills, resource and quality measures required to provide the services, with little or no supporting evidence.	0

5. The bidders will be evaluated according to the technical evaluation criteria in the scorecard below.
6. Bidders must indicate their ability to do the following and to substantiate as required with supporting documentation.

Section No.	Technical Evaluation Criteria	Weight	Reference in Bid Document	Reference Page in Bidder's Proposal	Comments
Desktop Evaluation					
1	GENERAL	80	SECTION 12.4.1	TO BE COMPLETED BY THE BIDDER	
1.1	Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.		Section 12.4.1.9		
1.2	Provide the testimonials/reference letters from at least three (3) contactable existing/recent clients (within past 3 years) whom we contact for references. The letter must include company name, address, phone number and duration of contract, value of the travel expenditure, a brief description of the service that you provided and the level of satisfaction of client. (Please use Annexure B, as supplied)		Section 12.4.1.10		
2	RESERVATIONS	16	SECTION 12.4.2		
2.1	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 requirements, confirmation numbers and additional proof of competency.		Section 12.4.2 Section 12.4.3 Section 12.4.4 Section 12.4.5		
2.2	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.		Section 12.4.2.7		

Section No.	Technical Evaluation Criteria	Weight	Reference in Bid Document	Reference Page in Bidder's Proposal	Comments
2.3	Manage airline reservations Describe in detail the process of booking the most cost-effective and practical routing for the Traveler. 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 traveler(s) including preferred seating, waitlist clearance, special meals, travelers with disabilities, etc.		Section 12.4.3		
2.4	After-hours and emergency services The bidder must have capacity to provide reliable and consistent after hours and emergency support to Traveler(s). Provide details/Standard Operating Procedures of your after-hour support e.g. how it is accessed by Travelers, where it is located, or is it outsourced, is available 24/7/365. Reminders to ECSECC to process purchase orders on the next working day		Section 12.4.6		
3	COMMUNICATION	4	SECTION 12.5		
3.1	Describe how you will ensure that travel bookers are informed of the travel booking processes. Describe your communication process where the Traveler, travel coordinator/booker and TMC will be linked in one smooth continuous workflow.				

Section No.	Technical Evaluation Criteria	Weight	Reference in Bid Document	Reference Page in Bidder's Proposal	Comments
4	FINANCIAL MANAGEMENT		4 SECTION 12.6		
4.1	Describe how you will implement the negotiated rates and maximum allowable rates established either by ECSECC or the National Treasury. 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 ECSECC.				
5	TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING		12 SECTION 12.7		
5.1	Describe the proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT) or Self-Booking Tool (SBT). Describe how travel consultants access and book web airfares i.e. non-GDS (low-cost carriers/ consolidators), and hotel web rates. 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 behaviour, transaction level data, etc. (refer to the detail in Section 12.7.6) Give actual examples of standard reports that you currently have available. Give an indication of reports that can be customised. Provide a description of all technology and reporting products proposed for ECSECC. Can the TMC comply to ECSECC's monthly reporting requirements as prescribed by National Treasury? See				

Section No.	Technical Evaluation Criteria	Weight	Reference in Bid Document	Reference Page in Bidder's Proposal	Comments
6	ACCOUNT MANAGEMENT	14	SECTION 12.8		
6.1	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 ECSECC'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 Travelers and/or Travel Bookers.		Section 12.8.1 Section 12.8.2 Section 12.8.3 Section 12.8.4 Section 12.8.5 Section 12.8.6 Section 12.8.7		
7	VALUE ADDED SERVICES	5	SECTION 12.9		
7.1	Provide information on any value-added services your company can offer				
8	COST MANAGEMENT	5	SECTION 12.10		
8.1	Describe your detailed strategic cost savings plan for the contract duration. What items do you target for maximum cost savings results? Describe how you will assist ECSECC to realise cost savings on annual travel spend.				
9	QUARTERLY AND ANNUAL TRAVEL REVIEWS	5	SECTION 12.11		
9.1	Provide a sample of Quarterly and Annual review used for performance management during the life cycle of the contract.				

Section No.	Technical Evaluation Criteria	Weight	Reference in Bid Document	Reference Page in Bidder's Proposal	Comments
10	OFFICE MANAGEMENT	5	SECTION 12,12		
10.1	Provide an overview of your back-office processes detailing the degree of automation for air tickets workflow, ground arrangements. Describe roles and responsibilities of assigned staff. Please provide the management hierarchy. Describe type of training provided to travel agency personnel. Describe the forecasting system employed to staff operations in response to volume changes owing to conferences, project-related volumes, etc.				

BIDDER DECLARATION (Section 19)

The bidder hereby declare the following:

We, _____ (Bidder's Representative Name), confirm that, we will:-

- a. Act honestly, fairly, and with due skill, care and diligence, in the interests of ECSECC;
- b. Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- c. Act with circumspection and treat ECSECC fairly in a situation of conflicting interests;
- d. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- e. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with ECSECC;
- f. Avoid fraudulent and misleading advertising, canvassing and marketing;
- g. Conduct business activities with transparency and consistently uphold the interests and needs of ECSECC as a client before any other consideration; and
- h. Ensure that any information acquired by the bidder(s) from ECSECC will not be used or disclosed unless the written consent of the client has been obtained to do so.

SIGNATURE

DATE

NAME OF SIGNATORY

DESIGNATION

For and on behalf of:

(BIDDING COMPANY'S NAME)

