



SOUTH AFRICAN TOURISM

PART C: TENDER EVALUATION PROCESS - SAT 318/25 TRAVEL MANAGEMENT COMPANY - CENTRAL EUROPE HUB

Table 1: Summary of the Evaluation Phases:

Phase 1 Administrative and Mandatory and bid requirements	Phase 2 Desktop Functional Technical and Presentation Evaluation	Phase 3 Price Evaluation
Service providers' responses will be evaluated based on compliance with the listed administrative and mandatory bid requirements	Service provider (s) are required to achieve a minimum threshold of 70 points to proceed to Phase 3. The Tender/Evaluation Matrix Cross Reference: Service providers should reference the criteria to the portfolio of evidence in the bid proposal. – It is of vital importance that systematic scoring can be carried out.	Bidders will be evaluated on price. The bidder with the lowest acceptable price will be the recommended bidder.

Phase 1: Administrative and Mandatory bid requirements

Without limiting, the generality of South African Tourism is other critical requirements for this bid, service provider must submit all the documents required.

All documents must be completed and signed by the duly authorized representative of the prospective service provider(s). During this phase, service providers' responses will be evaluated based on compliance with the listed administrative and mandatory bid requirements.

Table 2: Phase 1 Evaluation

ADMINISTRATIVE REQUIREMENTS

Document that must be submitted	YES/NO	
Confirmation of valid Tax Status		Written confirmation from the country's tax authorities (ATO) that the company is tax compliant and may, on an ongoing basis during the tenure of the contract, disclose the company's tax compliance status.
Invitation SBD 1		Complete and sign where applicable.

MANDATORY REQUIREMENTS

Document submitted	That Must Be	YES/NO	Non-submission <u>will</u> result in disqualification.
Registration with a registered statutory body.			International Air Transport Association (IATA). Bidders who don't provide a valid IATA license will be disqualified during this phase and will not proceed to Phase 2

Phase 2: Technical Evaluation Criteria = Weighting out of 100 points

All bidders are required to respond to the technical evaluation criteria scorecard and provide information/portfolio of evidence that they unconditionally hold the available capacity, ability, experience, and qualified staff to provide the requisite business requirements to South African Tourism under this tender.

Bidders will be required to achieve a minimum threshold of 70 points in order to proceed to Phase 3 for Price and Preference point system (Specific goals) evaluation.

Table 3: Phase 2 Evaluation

TO BE COMPLETED BY THE TENDERING INSTITUTION		
#	Technical Evaluation Criterion	Weight
1	1. Company Experience Experience Relevant to the Scope of Work (Evaluation of the bidder's years of experience travel management services, especially corporate Travel and sourcing from DMOs.) Bidders are to submit contactable references from previous clients where similar services were conducted successfully. References should be in the form of a formal written letter on a client's letterhead, and letter should be for work done within the past 5 years. This evaluation criteria will be evaluated in line with the functionality evaluation matrix below - Three reference letters which meet the criteria = 1 Point - Four reference letters which meet the criteria = 2 points - Five reference letters which meet the criteria = 3 points NON-SCORING - No Reference/less than 3 references which meet the criteria - Submission of Appointment letters (and not reference letters) - Submission of letter that is not relevant to travel management services - References in a form of email, list or any form other than a formal written letter from clients - References for work older than 5 years	20
2	2. RESERVATIONS Manage all reservations/ bookings (Corporate). - Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); car rental; flights etc and how your company will ensure the greatest cost savings for South African Tourism. - An example of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirement, confirmation numbers, after-hours, emergency services, cancellation, refunds, and additional proof of competency. - Please provide an explanation of the refund process of air tickets, and how unused non-refundable airline tickets are managed, your ability to secure	30

	special airline services for travelers including preferred seating, waitlist clearance, special meals, travelers with disabilities, etc. This evaluation criterion will be evaluated in line with the functionality evaluation matrix below - Excellent = 3: Bidder submits and meets all 3 requirements, with clear details on each requirement - Acceptable=2: Bidder submits and meets 2 requirements, with clear details outlining each requirement - Average = 1: Bidder submits and meets 1 requirement only, with clear details outlining the requirement - Unacceptable =0: The bidder does not meet any of the requirements specified above or has submitted something irrelevant	
3	3. FINANCIAL MANAGEMENT - Describe how you will implement the negotiated rates and maximum allowable rates established by South African Tourism and 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 South African Tourism and how the credit card reconciliation process, timing, and deliverables will be managed. This evaluation criteria will be evaluated in line with the functionality evaluation matrix below - Excellent = 3: Bidder submits and meets all 3 requirements, with clear details on each requirement - Acceptable=2: Bidder submits and meets 2 requirements, with clear details outlining each requirement - Average = 1: Bidder submits and meets 1 requirement only, with clear details outlining the requirement - Unacceptable =0: The bidder does not meet any of the requirements specified above or has submitted something irrelevant	10
4	4. TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING - Describe the proposed booking system e.g. Global Distribution System (GDS) - Describe how travel consultants access and book web fares i.e. non-GDS inventories (low cost carriers/ aggregators), and hotel web rates. - 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 actual examples of standard reports that you currently have available. Also provide an indication if reports can be customized. Provide a description of all technology and reporting products proposed for South African Tourism. This evaluation criteria will be evaluated in line with the functionality evaluation matrix below - Excellent = 3: Bidder submits and meets all 3 requirements, with clear details on each requirement - Acceptable=2: Bidder submits and meets 2 requirements, with clear details outlining each requirement - Average = 1: Bidder submits and meets 1 requirement only, with clear details outlining the requirement - Unacceptable =0: The bidder does not meet any of the requirements specified above or has submitted something irrelevant	30
5	5. ACCOUNT MANAGEMENT - Provide the proposed Account Management structure / organogram. - Describe what quality control procedures/ processes you have in place to ensure that your clients experience 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.	10

	- What is in place to ensure that South African Tourism'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? - Describe the forecasting system employed to staff operations in response to volume changes owing to conferences, project-related volumes, etc. This evaluation criteria will be evaluated in line with the functionality evaluation matrix below - Excellent = 3: Bidder submits and meets all 6 requirements, with clear details on each requirement - Acceptable=2: Bidder submits and meets 4-5 requirements, with clear details outlining each requirement - Average = 1: Bidder submits and meets 3-1 requirement only, with clear details outlining the requirement - Unacceptable =0: The bidder does not meet any of the requirements specified above or has submitted something irrelevant	
	TOTAL	100

Bidders must meet the minimum threshold of **70 points out of 100** to proceed to Phase 3: Price evaluation.

- Bid proposals will be evaluated strictly according to the bid evaluation criteria stipulated in this section.
- Bidders must submit supportive documentation for all functional requirements as part of their bid documents as indicated in the Terms of Reference.
- The panel responsible for scoring the respective bids will evaluate and score all bids based on information presented in the bid proposals in line with the RFP.
- The score for functionality will be calculated in terms of the table below, where each Bid Evaluation Committee (BEC) member will rate each criterion on the bid evaluation score sheet using the following value scale/matrix:

Phase 3: Price Evaluation

Only Bidders who meet the minimum 70% threshold of functionality in Phase 2B will be evaluated in Phase 3 for price evaluation.

A Bidder with the lowest acceptable price will normally be the recommended bidder.

Objective Criteria:

- Should the recommended bidder and SA Tourism not reach an agreement on the SLA, regarding service performance, a penalty may be implemented as a mitigating factor to address the non-performance issues. SA Tourism reserves the right to move to the next acceptable bidder to be included in the panel.
- In cases where SA Tourism had/has current/historic non-performances with a provider, SAT reserves the right to not appoint the specific provider, subject to demonstrable documentary evidence that supports the non-performance or the remedial action.

Table 5

1. LIST OF RETURNABLES BIDDERS SHOULD PLEASE ADHERE TO THE FOLLOWING INSTRUCTIONS a) TICK APPLICABLE BOX b) ENSURE THAT THE FOLLOWING DOCUMENTS ARE COMPLETED, SUBMITTED AND SIGNED WHERE APPLICABLE			
ANNEXURES	DOCUMENT DESCRIPTION	YES	NO
PART A & B	IS BID INVITATION FORM, TERMS, AND CONDITIONS FOR BIDDING COMPLETED, SIGNED, AND SUBMITTED?		
SUPPLIER IS REQUIRED TO USE THE PRESCRIBED SEQUENCE IN ATTACHING THE ANNEXURES THAT COMPLETE THE BID OR RFQ DOCUMENT			
ANNEXURE A	IS THE STANDARD BID DOCUMENT (SBD4) FORM BIDDER'S DISCLOSURE COMPLETED, SIGNED AND SUBMITTED?		
ANNEXURE B	IS BIDDER'S SWORN AFFIDAVIT - EXEMPTED MICRO ENTERPRISE (EME) - OR QUALIFYING SMALL ENTERPRISE (QSE) - STILL VALID (FOR A <i>PERIOD OF 12 MONTHS</i>) FROM THE DATE SIGNED BY COMMISSIONER SUBMITTED TO CLAIM POINTS FOR SMME'S?	N/A	
ANNEXURE C	IS THE BIDDER'S QUOTED PRICE OR FINANCIAL OFFER SUBMITTED AND ALIGNED WITH THE SCOPE OF WORK? OR STATED IN THE BELOW TABLE OF DESCRIPTION OF SERVICE/GOODS?		
ANNEXURE D	IS PROOF OF OWNERSHIP BY BLACK WOMAN ATTACHED IN THE FORM OF (A) COPY OF THE FOUNDING DOCUMENTATION OF THE COMPANY WITH WHICH THE OWNERSHIP IS LISTED, (B) COPY OF THE ID-DOCUMENT(S) OF THE BLACK WOMAN(E)	N/A	
ANNEXURE E	IS PROOF OF OWNERSHIP BY BLACK PERSON (S) IN THE FORM OF, (A) COPY OF THE FOUNDING DOCUMENTATION OF THE COMPANY WITH WHICH THE BLACK OWNERSHIP IS LISTED, AND (B) COPY OF IDENTITY DOCUMENTS.	N/A	
ANNEXURE F	IS PROOF OF OWNERSHIP BY BLACK YOUTH ATTACHED IN THE FORM OF (A)) COPY OF THE FOUNDING DOCUMENTATION OF THE COMPANY WITH WHICH THE OWNERSHIP IS LISTED, (B) COPY OF THE ID-DOCUMENT(S) OF THE BLACK YOUTH.	N/A	
ANNEXURE G	IS THE LATEST REPORT FROM CENTRAL SUPPLIER DATABASE (CSD) SUBMITTED? THE REPORT WILL BE USED AMONGST OTHERS TO VERIFY TAX COMPLIANT AND BANKING DETAILS. TO FURTHER CONFIRM IF THE SHAREHOLDERS/DIRECTORS OF THE COMPANY ARE BLACK WOMEN, BLACK YOUTH OR BLACK-OWNED. INFORMATION AND DETAILS ON BLACK WOMEN, BLACK YOUTH AND BLACK OWNERSHIP SHOULD BE SIMILAR TO THE INFORMATION SUBMITTED ON ANNEXURES C, D,E AND F ABOVE.	N/A	
2. CRITERIA FOR BREAKING DEADLOCK IN SCORING a.) IF TWO OR MORE OF THE TENDERERS HAVE SCORED EQUAL TOTAL NUMBER OF POINTS, THE CONTRACT WILL BE AWARDED TO THE TENDERER THAT SCORED THE HIGHEST POINTS FOR FUNCTIONALITY EVALUATION b.) IF TWO OR MORE TENDERS SCORE EQUAL TOTAL NUMBER OF POINTS IN ALL RESPECTS, THE AWARD WILL BE DECIDED BY THE DRAWING OF LOTS			
3. DELIVERIES a.) ALL DELIVERIES MAY BE ACCOMPANIED BY A DELIVERY NOTE OR AN INVOICE OF AN OFFICIAL PURCHASE ORDER NUMBER AGAINST WHICH THE DELIVERY HAS BEEN AFFECTED b.) DELIVERIES NOT COMPLYING WITH THE PURCHASE ORDER FORM MAY BE RETURNED TO THE SUPPLIER(S) AT THE SUPPLIER'S EXPENSE.SAT WILL NOT BE LIABLE FOR PAYMENT OF INCORRECTLY DELIVERED GOODS OR SERVICE c.) BIDDERS SHOULD INDICATE THE PLANNED DELIVERY PERIOD (IN DAYS) FROM THE DATE AN ORDER IS ISSUED			
4. GDPR DISCLAIMER THE WINNER BIDDER CONTRACT AND SERVICES MIT COMPLA WITH GDPR.			

END.