

ANNEXURE B - DESKTOP TECHNICAL EVALUATION CRITERIA

No.	Criterion	Weight	Requirements	Type of Proof for Evaluation / Detail to be submitted	Scoring Guide
1	Company Track Record	40	Requirements	Type of Proof for Evaluation / Detail to be submitted	Scoring Guide
1.1	Previous Company Experience		The bidder must indicate the relevant experience related to the provision of courier services locally and/or internationally for corporate clients in the past five (5) years. The experience of courier services must be demonstrated in reference letters.	The bidder must submit signed reference letters on the clients company letterhead with the stipulated requirements and it must clearly demonstrate the client's satisfaction with the services provided. The bidder must submit a minimum of three (3) client reference letters indicating the client's satisfaction with services rendered. Reference letters must meet ALL the below criteria: 1. Reference letters must not be older than (5) five years. 2. Reference letters must be on the client's company letterhead. 3. Client (i.e., company name) and client key contact person must be specified on the letter along with key contact person contact details (email address and contact number). 4. Indication of satisfaction with the courier services rendered locally and/or internationally. 5. Must be signed and dated by the referee/key contact person.	3 = Four (4) or more reference letters complying with all 5 set criteria 2 = Three (3) reference letters complying with all 5 set criteria 1 = One (1) to two (2) reference letter/s complying with all 5 set criteria 0 = No reference letters submitted, or reference letter/s do not comply with the set criteria
2	Method Statement	30	Requirements	Type of Proof for Evaluation / Detail to be submitted	Scoring Guide
2.1	Service Delivery Methodology		The bidder must submit a method statement articulating the following in respect of service delivery to TNPA: 1. Security measures. 2. Account management and reporting procedures and turnaround times. 3. Invoicing requirements. 4. Turnaround times for all services types required.	The method statement must clearly articulate compliance with requirements below: 1. Security requirements (Escort services, contingency plans for loss of goods/highjackings, ensuring confidentiality and safety of consignments, compliance with the Protection of Personal Information Act No. 4 of 2013). Refer to section 2.4.1, 2.4.5, 2.5.6 of the Scope of Service). Storage warehouse facilities (Refer to section 2.4.4. of Scope of Service). 2. Account management and reporting requirements (Refer to section 2.6. of the Scope of Service). Bidder to articulate how post transportation support will be rendered, complaints handling procedure, monthly performance reporting. 3. Invoicing Requirements. Bidder to provide samples of electronically generated reports. (Refer to section 2.7. of the Scope of Service). 4. Turnaround times for all service types cited in section 2.1. of the Scope Service. Bidder must demonstrate the turnaround time for various routes as per the service types. Bidder must outline the entire process from collection notification to delivery of parcel.	3 = Method statement satisfactorily covers all 4 requirements. 2 = Method statement satisfactorily covers 3 requirements. 1 = Method statement satisfactorily covers 1 - 2 requirements. 0 = No information provided/ information does not adequately address the requirements stated in the Scope of Service.
3	Experience for Key Accounts Resource	30	Requirements	Type of Proof for Evaluation / Detail to be submitted	Scoring Guide
3.1	Years of Experience for Key Accounts Resource		The Key Accounts Resource must have a minimum 5 years of experience in handling logistics accounts (courier services). The experience required must be demonstrated on a CV.	The bidder must submit a CV clearly indicating the following: •Company worked for. •Job title held. •Description of job role. •Period of employment/duration of assignment.	3 = Key Accounts Resource: CV submitted with more than 5 years of experience in Courier Services. 2 = Key Accounts Resource : CV submitted with 4 - 5 years of experience in Courier Services. 1 = Key Accounts Resource: CV submitted with less than 4 years of experience in Courier Services. 0 = Key Accounts Resource: CV submitted with no relevant experience/No CV submitted.
	Total Weighting	100			
Technical Threshold = 66.67 Points					