
Annexure A1

**DESKTOP EVALUATION TECHNICAL SCORECARD AND COMPLIANCE
CHECKLIST**

ANNEXURE A1: DESKTOP EVALUATION TECHNICAL SCORECARD AND COMPLIANCE CHECKLIST

The form must be submitted in File 1 (Technical file)

RATING SCALE THAT WILL BE USED FOR EVALUATION

Rating	Definition	Score
Excellent	Exceeds the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, and resource and quality measures required to provide the goods / 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 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
Acceptable	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
Minor Reservations	Satisfies the requirement with minor reservations . Some minor reservations of the supplier's relevant ability, understanding, experience, skills, and resource and quality measures required to provide the goods / services, with little or no supporting evidence.	2
Serious Reservations	Satisfies the requirement with major reservations . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, and resource and quality measures required to provide the goods / services, with little or no supporting evidence.	1
Unacceptable	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.	0

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
				TO BE COMPLETED BY THE BIDDER	
DESKTOP EVALUATION		100			
1	GENERAL	30			
1.1	Provide a company profile indicating not less than five (5) years' experience in the travel industry obtained from government or state owned-entities. (This must be included in the form of a list in the company profile).	10	Section 6.5 D (1)		
1.2	Provide travel services reference letters from a minimum of three (3) to a maximum of five (5) or more contactable clients within the past 5 years). The letters must include: - company name - contact number - contact name	10	Section 6.5 D (2)		

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
				TO BE COMPLETED BY THE BIDDER	
	- duration of contract and value of the travel contract (optional). - be on the referring companies' letterhead				

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
				TO BE COMPLETED BY THE BIDDER	
2	RESERVATIONS	45			
2.1	Manage venue bookings Provide a list where venue bookings (e.g. for meetings, workshops, conferences, and other events etc.) have been handled.	10	Section 6.5 D (3)		

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
				TO BE COMPLETED BY THE BIDDER	
2.2	After hours call resolution turnaround time	10	Section 6.5 D (4)		
2.3	International booking capabilities. A list of partners with whom the TMC have agreements for international bookings to be submitted.	15	Section 6.5 D (5)		
2.4	Experience of the Strategic Account Manager.: ▪ Attach comprehensive CV of the Strategic Account Manager	5	Section 6.5 D (6)		
2.5	Experience of the Travel Consultant/s. Attach comprehensive CV of the Travel Consultant/s.	10	Section 6.5 D (7)		
	Experience of the Administration Back Office. Attach comprehensive CV's of the Administration Back Office	5	Section 6.5 D (8)		
PRESENTATION		25			

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
				TO BE COMPLETED BY THE BIDDER	
	- Presentation must not exceed 90 minutes - TMC will be required to do a presentation of their electronic booking system	25			

BIDDER DECLARATION

The bidder hereby declares the following:

We confirm that _____ (Bidder's Name) will: –

- Act honestly, fairly, and with due skill, care and diligence, in the interests of the FIC;
- Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- Act with circumspection and treat the FIC fairly in a situation of conflicting interests;
- Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with the FIC;
- Avoid fraudulent and misleading advertising, canvassing and marketing;
- Conduct business activities with transparency and consistently uphold the interests and needs of the FIC as a client before any other consideration; and

- h. Ensure that any information acquired by the bidder(s) from the FIC will not be used or disclosed unless the written consent of the client has been obtained to do so.

Signature _____

Date _____

Print Name of Signatory: _____

Designation: _____

FOR AND ON BEHALF OF: _____ (*Bidding Company's Name*)