



PanSALB
PAN SOUTH AFRICAN LANGUAGE BOARD

Annexure A2

**DESKTOP EVALUATION TECHNICAL SCORECARD
AND COMPLIANCE CHECKLIST**

First Edition

March 2018



“One nation many languages”

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ANNEXURE A2: DESKTOP EVALUATION TECHNICAL SCORECARD AND COMPLIANCE CHECKLIST

The form must be submitted in File 1 (Technical file), [Exhibit 1](#)

Example of how to complete the compliance checklist:

Section No	Technical Criteria	Compliant	Partially Compliant	Non-Compliant	Reference page in Proposal	Comments
1.2	Experience of the bidder	Yes			Page 9 to 12 - exhibit 2	
2.1	Manage all reservations and bookings		Yes		Page 13 to 15 - exhibit 4	Bidder to state reason for partial compliance
2.2	Manage all refunds and non-refundable airline-tickets			No	Page 17 to 20 - exhibit 5	Bidder to state reason for non-compliance

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	Compliant	Partially Compliant	Non-Compliant	Reference Page in Bidders Proposal	Comments
DESKTOP EVALUATION		100						
1	GENERAL	20	SECTION 15.3.2					
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.	10	Section 15.3.1 (i)					
1.2	Provide the testimonials/reference letters from at least three (3) contactable existing/recent clients (within past 3 years) which are of a similar size to PanSALB whom we may contact for references. The letter must include: company name, 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	10	Section 15.3.1 (j)					

#	Technical Evaluation Criterion	Weight	Reference in Bid Document	Compliant	Partially Compliant	Non-Compliant	Reference Page in Bidders Proposal	Comments
	satisfaction.							
2	RESERVATIONS		SECTION 15.3.2 TO 15.3.6					
2.1	<p>Manage all reservations/ bookings.</p> <p>Describe how all travel reservations/ bookings are handled e.g. hotel (accommodation); rental car; flights etc.</p> <p>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>Section 15.3.2</p> <p>Section 15.3.4</p> <p>Section 15.3.5</p>					
2.2	<p>Manage group bookings.</p> <p>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>		Section 15.3.2 (h)					

#	Technical Evaluation Criterion	Weight	Reference in Bid Document	Compliant	Partially Compliant	Non-Compliant	Reference Page in Bidders Proposal	Comments
2.3	<p>Directly negotiated rates</p> <p>Negotiated airline fares, accommodation establishment rates, car rental rates, etc, that are negotiated directly or established by National Treasury or by PanSALB are non-commissionable, where commissions are earned for PanSALB bookings all these commissions should be returned to PanSALB on a monthly 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>		Section 15.3.2 (o)					
2.4	<p>Manage airline reservations.</p> <p>Describe in detail the process of booking the most cost-effective and practical routing for the traveller.</p> <p>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</p>		Section 15.3.3					

#	Technical Evaluation Criterion	Weight	Reference in Bid Document	Compliant	Partially Compliant	Non-Compliant	Reference Page in Bidders Proposal	Comments
	traveller(s) including preferred seating, waitlist clearance, special meals, travellers with disabilities etc.							
2.5	<p>After-hours and emergency services</p> <p>The bidder must have capacity to provide reliable and consistent after hours and emergency support to traveller(s).</p> <p>Please provide details/ Standard Operating Procedure of your after-hour support e.g.</p> <ul style="list-style-type: none"> - how it is accessed by Travellers, - where it is located, centralized/ regionalised, in-country (owned)/ outsourced etc. - is it available 24/7/365 - Reminders to PanSALB to process purchase orders within 24 hours to reduce queries on invoices 		Section 15.3.6					
3	COMMUNICATION	5	SECTION 15.4					

#	Technical Evaluation Criterion	Weight	Reference in Bid Document	Compliant	Partially Compliant	Non-Compliant	Reference Page in Bidders Proposal	Comments
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 traveller, travel co-ordinator/booker and travel management company will be linked in one smooth continuous workflow.</p>		Section 15.4					
4	FINANCIAL MANAGEMENT		SECTION 15.5					
4.1	<p>Describe how you will implement the negotiated rates and maximum allowable rates established either by the PanSALB 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 & Breakfast /Guest House facilities.</p> <p>Describe how invoicing will be handled, including the process of</p>		Section 15.5					

#	Technical Evaluation Criterion	Weight	Reference in Bid Document	Compliant	Partially Compliant	Non-Compliant	Reference Page in Bidders Proposal	Comments
	<p>rectifying discrepancies between purchase orders and invoices, supporting documentation, reconciliation of transactions and the timely provision of invoices to PanSALB</p> <p>Please describe credit card reconciliation process, timing and deliverables (if applicable).</p>							
5	TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING		SECTION 15.6					
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 traveller profiles, tracking of savings and missed savings, tracking of unused airline tickets, cancellation, traveller behaviour,</p>		Section 15.6					

#	Technical Evaluation Criterion	Weight	Reference in Bid Document	Compliant	Partially Compliant	Non-Compliant	Reference Page in Bidders Proposal	Comments
	<p>transaction level data, etc. (refer to the detail in Section 15.6.6)</p> <p>Give actual examples of standard reports that you currently have available. Give an indication if reports can be customised.</p> <p>Provide a description of all technology and reporting products proposed for PanSALB.</p> <p>Can the TMC comply to the PanSALB's monthly reporting requirement as prescribed by National Treasury? See Monthly Reporting Template attached to the bid.</p> <p>Describe the compatibility of your online solution to fully integrate into PanSALB's ERP. Indicate the turnaround time to complete this process and a breakdown of the expected cost that will be associated with it (in case PanSALB decide to integrate)</p>							
6	ACCOUNT MANAGEMENT		SECTION 15.7					

#	Technical Evaluation Criterion	Weight	Reference in Bid Document	Compliant	Partially Compliant	Non-Compliant	Reference Page in Bidders Proposal	Comments
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 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 PanSALB's 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 Travellers and /or Travel Bookers.</p>		<p>Section 15.7.1 and 15.7.2</p> <p>Section 15.7.3</p> <p>Section 15.7.4</p> <p>Section 15.7.5</p> <p>Section 15.7.6</p> <p>Section 15.7.7</p>					

#	Technical Evaluation Criterion	Weight	Reference in Bid Document	Compliant	Partially Compliant	Non-Compliant	Reference Page in Bidders Proposal	Comments
7	VALUE ADDED SERVICES		SECTION 15.8					
7.1	Please provide information on any value-added services your company can offer.		Section 15.8					
8	COST MANAGEMENT		SECTION 15.9					
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 the PanSALB to realise cost savings on annual travel spend.		Section 15.9					
9	QUARTERLY AND ANNUAL TRAVEL REVIEWS		SECTION 15.10					
9.1	Provide a sample of a Quarterly and Annual review used for performance management during the life cycle of		Section 15.10					

#	Technical Evaluation Criterion	Weight	Reference in Bid Document	Compliant	Partially Compliant	Non-Compliant	Reference Page in Bidders Proposal	Comments
	the contract.							
10	OFFICE MANAGEMENT		SECTION 15.11					
10.1	<p>Provide an overview of your back-office processes detailing the degree of automation for air tickets workflow, ground arrangements and bill back workflow.</p> <p>Describe roles and responsibilities of assigned staff. Please provide the management hierarchy.</p> <p>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>		Section 15.11					

BIDDER DECLARATION (Section 22)

The bidder hereby declare the following:

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

- a. Act honestly, fairly, and with due skill, care and diligence, in the interests of PanSALB;
- b. Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- c. Act with circumspection and treat PanSALB 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 PanSALB;
- f. Avoid fraudulent and misleading advertising, canvassing and marketing;
- g. Conduct business activities with transparency and consistently uphold the interests and needs of PanSALB; as a client before any other consideration; and
- h. Ensure that any information acquired by the bidder(s) from PanSALB 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)