

BID EVALUATION

#	PHASE 2 BID EVALUATION CRITERION	MAXIMUM WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	BIDDERS COMMENTS
1	GENERAL			TO BE COMPLETED BY THE BIDDER	
1.1	<p>Provide a detailed transition plan for implementing the service without service interruptions and engage with the incumbent service provider to ensure a smooth transition.</p> <ul style="list-style-type: none"> • Meeting with Agrément South Africa with regards to the travel policy, accounting and reporting process • Workshops for the Agrément South Africa to present booking process Operations team information • Operation team information • Loading of traveller profiles 		9.3		

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2	RESERVATIONS, COMMISSION AND AFTER-HOUR SERVICES				TO BE COMPLETED BY THE BIDDER
2.1	<p>Manage all reservations/ bookings. Describe how all travel reservations/ bookings are handled for:</p> <ul style="list-style-type: none"> • Air Travel • Accommodation (Bed and Breakfast) in all city / town centres in South Africa • Accommodation (Bed and Breakfast) in rural and remote areas • Car rentals • Shuttle / Transfer services • Bus services (kiosk bus bookings) • International Travel <p>This will include, without limitation, examples of a detailed complex itinerary confirmation that includes air, car, hotel, passport requirement, confirmation numbers and additional proof of competency.</p> <p>Identify the system/tool issued with each reservation/booking.</p>		9.3.2 – 9.3.6		

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	RESERVATIONS, COMMISSION AND AFTER-HOUR SERVICES			TO BE COMPLETED BY THE BIDDER	
2.2	<p>Commission Negotiated airline fares, accommodation establishment rates, car rental rates, etc. that are negotiated directly or established by National Treasury or by Agrément South Africa are non-commissionable, where commissions are earned for Agrément South Africa bookings all these commissions should be returned to Agrément South Africa on a quarterly basis.</p> <p>Describe how these specific rates will be secured.</p> <p>Describe any automated tools that will be used to assist with the maintenance and processing of the said negotiated rates.</p> <p>Describe how the commission earned, will be</p> <p>a) identified and</p> <p>b) noted for refund to Agrément South Africa.</p>		9.3.2		

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	RESERVATIONS, COMMISSION AND AFTER-HOUR SERVICES				TO BE COMPLETED BY THE BIDDER
2.3	<p>Manage airline reservations. 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 <u>refund process</u> and how you manage the unused non-refundable airline tickets.</p> <p>Your ability to secure special airline services for traveller(s) including preferred seating, waitlist clearance, special meals, travellers with disabilities etc.</p>		9.3		

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RESERVATIONS, COMMISSION AND AFTER-HOUR SERVICES			TO BE COMPLETED BY THE BIDDER		
2.3	<p>After-hours and emergency services 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, centralised/regionalised, in- country (owned)/ outsourced <i>et cetera</i>. • is it available 24/7/365 • Reminders to Agrément South Africa to process purchase orders within 24 hours to reduce queries on invoices. 		9.3.6		

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2.4	<p>Communication</p> <p>Describe how you will ensure that travel bookers are informed timeously of the travel booking information within and outside of the RSA.</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>		9.4		

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3	FINANCIAL MANAGEMENT			TO BE COMPLETED BY THE BIDDER	
3.1	<p>Describe the process of implementing negotiated rates and maximum allowable rates established either by Agrément South Africa or the National Treasury.</p> <p>Bill Backs Describe how you will manage the 30-day bill-back account facility.</p> <p>Pre-Payments Describe how pre-payments will be handled where it is required for smaller Bed & Breakfast /Guest House facilities.</p> <p>Invoicing 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 Agrément South Africa.</p>		9.5		

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3	FINANCIAL MANAGEMENT				TO BE COMPLETED BY THE BIDDER
3.1	<p>Credit Card Reconciliation Please describe credit card reconciliation process, timing and deliverables (if applicable).</p> <p>Describe in detail the process of:</p> <ul style="list-style-type: none"> • invoice handling • rectifying discrepancies between purchase orders and invoices • supporting documentation • reconciliation of transactions and • timely provision of invoices to Agrément South Africa. 		9.5		

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4	TECHNOLOGY, MANAGEMENT INFORMATION AND REPORTING			TO BE COMPLETED BY THE BIDDER	
4.1	<p>Booking System Describe the proposed booking system e.g. Global Distribution System (GDS), Online Booking Tool (OBT) or Self-Booking Tool (SBT). Describe how travel consultants will access and book web airfares i.e. non-GDS inventories (low cost carriers/ consolidators), and hotel web rates.</p> <p>Data and Management Information 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 behavior, transaction level data, etc.</p>		9.6		

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4.1	<p>Give actual examples of standard reports that you currently have available. Give an indication if reports can be customised. Provide a description of all technology and reporting products proposed for Agrément South Africa.</p> <p>National Treasury Reporting Can the TMC comply with Agrément South Africa’s quarterly reporting requirement as prescribed by National Treasury?</p>		9.7		

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4.1	<p>Describe how you will manage information such as: a) traveller profiles, b) tracking of savings and missed savings and c) tracking of unused/cancelled airline tickets d) tracking of now show fees with regards to accommodation</p> <p>Give actual examples of the National Treasury quarterly standard MIS reports that you currently have available. Give an indication if reports can be customised.</p> <p>National Treasury reports: Discounted fares and Cost Savings: Up to 2 points and detailed booking information with costs: up to 2 points.</p>		9.6		
			9.7		

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5	ACCOUNT MANAGEMENT				TO BE COMPLETED BY THE BIDDER
5.1	<p>Structure</p> <p>Provide the proposed Account Management structure / organogram reflecting the position and names that will be responsible for the DPW account.</p> <p>Quality Control</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.</p> <p>Issue Resolution</p> <p>What is your mitigation and issue resolution process? Please provide a detailed response indicating performance standards with respect to resolving service issues.</p>		9.8		

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5	ACCOUNT MANAGEMENT				TO BE COMPLETED BY THE BIDDER
5.1	<p>Complaints Complaint handling procedure must be submitted.</p> <p>Travel Policy What process is in place to ensure that the Department of Public Works travel Policy is enforced?</p> <p>Manage Service Levels How will you manage the service levels in the SLA and how will you go about conducting customer satisfaction surveys?</p> <p>Training Indicate what workshops/training will be provided to Travellers and /or Travel Bookers.</p>		9.8		

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5	ACCOUNT MANAGEMENT		TO BE COMPLETED BY THE BIDDER		
5.2	<p>Performance Management Provide a sample of a Quarterly and Annual review used for performance management during the life cycle of the contract.</p> <p>Travel spend, exceptions and cost saving reports for:</p> <ul style="list-style-type: none"> • Air Travel • Accommodation • Car Rental • Shuttle services • Bus and Rail services • Conferences and venues 		9.11		

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5	ACCOUNT MANAGEMENT				TO BE COMPLETED BY THE BIDDER
5.3	<p>Back Office Management</p> <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 the forecasting system employed to staff operations in response to volume changes owing to conferences, project-related volumes, etc.</p>				

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6	VALUE ADDED SERVICES			TO BE COMPLETED BY THE BIDDER	
6.1	Provide information on any value-added services the bidder can offer. <ul style="list-style-type: none"> • Electronic voucher retrieval via web and smart phones; • SMS notifications for travel confirmations; • Travel audits; • Global travel risk management; and • VIP services for Executives that include, but is not limited to check-in support. 		9.9		

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7	CORPORATE TRAVEL EXPERIENCE				TO BE COMPLETED BY THE BIDDER
7.1	<p>Please indicate the company's number of years' experience within the travel industry.</p> <p>Provide the testimonials/reference letters from at least five (5) contactable clients whose accounts related to corporate travel and are of a similar nature and value to that of Agrément South Africa whom may be contacted.</p> <p>The letters 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 (Corporate domestic / corporate international travel) and the level of satisfaction.</p>		9.3		

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8	CORPORATE TRAVEL CAPABILITIES				TO BE COMPLETED BY THE BIDDER
8.1	<p>Provide the testimonials/reference letters from at least five (5) contactable existing/recent clients (within past 5 years) whose accounts are of a similar size and value to that of the Agrément South Africa and whom may be contacted.</p> <p>The letters 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 satisfaction.</p>		9.3		

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9	COST MANAGEMENT				TO BE COMPLETED BY THE BIDDER
9.1	<p>Describe your detailed strategic cost savings plan for the contract duration.</p> <p>What items do you target for maximum cost savings results?</p> <p>Provide examples of cost savings initiatives implemented and achieved at previous clients. Indicate what items were targeted for maximum cost savings results</p> <p>Describe how you will assist Agrément South Africa to realise cost savings on annual travel spend.</p>		10		

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10	ONLINE SELF BOOKING TOOL				TO BE COMPLETED BY BIDDER
10.1	Provide an overview on a proposed automated online self-booking tool with specific focus on: <ul style="list-style-type: none"> • Single sign on to access all features • Single solution • Ability to book, amend and cancel core travel types • Controls and NT Compliance • Integrated Profile Management • Integrated reporting 		9.3		

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11	RISK ANALYSIS				TO BE COMPLETED BY BIDDER
11.1	<p>Registration</p> <p>Have you ever traded under any other company name and /or IATA or ASATA registration number, if so please indicate the registration number and the name of the company and the reasons for the change.</p> <p>Have your IATA or ASATA membership ever been suspended since the establishment of the travel management company?</p> <p>If so please provide the reasons for the suspension.</p>				

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12	OFFICE MANAGEMENT	TO BE COMPLETED BY THE BIDDER			
12.1	Describe type of training provided to travel agency consultants to ensure that Agrément South Africa receive high quality service from the consultants at all times.		9.12.2		
		TOTAL WEIGHT: 80			

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PRESENTATION		Maximum weight =			
		20			
	Presentation must not exceed 90 minutes				
1	Summary of the proposal	3			
2	Describe the implementation plan in detail	5			
3	Cost saving strategy - Describe and provide examples of cost savings initiatives implemented and achieved at previous clients. Indicate what items were targeted for maximum cost savings results	5			
4	Describe in detail how the National Treasury quarterly reports are currently complied	5			
5	How the TMC will assist with improving traveller behaviour. Questions and responses on bid submission.	2			

BID EVALUATION

BIDDER DECLARATION

The bidder hereby declares the following:

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

- i. Act honestly, fairly, and with due skill, care and diligence, in the interests of Agrément South Africa;
- j. Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- k. Act with circumspection and treat Agrément South Africa fairly in a situation of conflicting interests;
- l. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- m. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with Agrément South Africa;
- n. Avoid fraudulent and misleading advertising, canvassing and marketing;
- o. Conduct business activities with transparency and consistently uphold the interests and needs of Agrément South Africa as a client before any other consideration; and
- p. Ensure that any information acquired by the bidder(s) from Agrément South Africa 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:

CONTENTS OF THIS PAGE NOTED:

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SERVICE PROVIDERS INITIALS / SIGNATURE

Important: Failure to complete/sign/initial this page in original ink will invalidate your tender!! Failure to sign/initial any alterations or corrections made may also invalidate your tender!!

The use of any correction fluid, tape or similar products may invalidate your tender submission!!