



cooperative
governance

Department:
Cooperative Governance
REPUBLIC OF SOUTH AFRICA

ANNEXURE A2

DESKTOP

AND

TECHNICAL EVALUATION

(PRESENTATION AND ONLINE DEMOSTRATION)

ANNEXURE A2: DESKTOP AND TECHNICAL EVALUATION (PRESENTATION AND ONLINE DESMONSTRATION) The form must be submitted in File 1 (Technical file), Exhibit 2 (Refer to par. 9.2 of the ToR). The bidders must ensure that their technical proposal is clearly structured to cover all the sections as per listed criteria's below.

1. Annexure A2 - Part 1: Desktop Evaluation Criteria

#	TECHNICAL EVALUATION CRITERION	MOTIVATION / RESPONSE (TO BE COMPLETED BY THE BIDDER)
1	<p>B-BBEE certificate/affidavit (certified copy), which confirms that (refer to par 7.1):</p> <ul style="list-style-type: none"> • Score 0 = Does not meet the requirement of 51% black owned or any other empowerment criteria • Score 1 = The bidder meets 51% black owned and up to 10% black women owned. • Score 2 = The bidder meets 51% black owned and up to 20% black women owned. • Score 3 = The bidder meets 51% black owned and up to 30% black women owned. • Score 4 = The bidder meets 51% black owned and up to 40% or higher, black women owned. 	
2	<p>The bidder is able to provide the travel services required by the department (can facilitate all services indicated under par 12.3 of this document as well as the costing sheet)</p> <ul style="list-style-type: none"> • Score 0 = Cannot provide all the services required • Score 4 = Can provide all the services required 	
3	<p>Office management (par 12.12)</p> <ul style="list-style-type: none"> • Score 0 = No office in Gauteng AND Key Account Manager does not have 3 years' experience • Score 1 = No office in Gauteng OR Key Account Manager does not have 3 years' experience • Score 2 = Office in Gauteng, but Key Account Manager does not have 3 years' experience • Score 3 = Office in Gauteng and Key Account Manager has 3 years' experience <input type="checkbox"/> Score 4 = Office and key account manager (with 3 years' experience) is based in Tshwane 	
4	<p>After hours and emergency call centre (par 12.3.6)</p> <ul style="list-style-type: none"> • Score 0 = No after-hours support available • Score 4 = Trained staff on call 24 hours per day, 7 days a week, 365 days a year 	

#	TECHNICAL EVALUATION CRITERION	MOTIVATION / RESPONSE (TO BE COMPLETED BY THE BIDDER)
5	<p>Online booking and Reporting Tool (par 12.4)</p> <ul style="list-style-type: none"> • Score 0 = No online booking and reporting tool • Score 1 = Third-party online booking and invoice/reporting tool that cannot be customised to DCOG requirements • Score 2 = Online booking and reporting tool that can be customised to DCOG requirements - setup and each subsequent change will be at a cost to DCOG • Score 3 = Online booking and reporting tool that can be customised to DCOG requirements - initial setup at a cost to DCOG, but subsequent changes free of charge • Score 4 = Online booking and reporting tool available that is fully customisable to DCOG requirements at no cost to DCOG 	
6	<p>The bidder can fully comply with all National Treasury negotiated rates, limits and reporting requirements (par 12.6.4)</p> <ul style="list-style-type: none"> • Score 0 = The bidder cannot comply with the stipulated requirements • Score 4 = Bidder can fully comply with requirements 	
7	<p>Integration with BAS (par 12.7)</p> <p>Score 0 = No interface between BAS and the Online Booking and Reporting tool</p> <p>Score 1 = Online Booking and Reporting tool interface exists but cannot electronically interface into BAS</p> <p>Score 2 = Online Booking and Reporting tool that can be customised to DCOG requirements setup and each subsequent change will be at a cost to DCOG</p> <p>Score 3 = Online Booking and Reporting tool that can be customised to DCOG requirements – initial setup at a cost to DCOG, but subsequent changes free of charge</p> <p>Score 4 = Online Booking and Reporting tool is available that is fully customisable to DCOG requirements at no cost to DCOG</p>	

A bidder must receive at least 300 out of 400 points (75%) to proceed to Gate 2. The points received for each criterion will be calculated by averaging the scores awarded by each Bid Evaluation Committee member.

2. Gate 2: Technical Evaluation Criteria – Site visit presentation and online tool

Annexure A2: Part 2 (Presentation)

#	TECHNICAL EVALUATION CRITERION	COMMENTS
1	<p>Reservations for international and domestic trips and related services including group bookings, travel Insurance, forex and etc. The service provider meets the requirements stipulated under par. 12.3.2 □ Score 0 = No systems in place</p> <ul style="list-style-type: none"> • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	To be covered through presentation
2	<p>The service provider has systems in place to ensure that all DCOG policy provisions, National Treasury instructions and cost containment measures are complied with for all travel bookings:</p> <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	To be covered through presentation
3	<p>Financial management. The service provider meets the requirements stipulated under par.12.5</p> <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	To be covered through presentation

#	TECHNICAL EVALUATION CRITERION	COMMENTS
4	<p>Reporting and Management of Information. The service provider meets the requirements stipulated under par. 12.6</p> <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	To be covered through presentation
5	<p>BAS Interface (par 12.7)</p> <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	To be covered through presentation
6	<p>Cost management. The service provider meets the requirements stipulated under par. 12.10</p> <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	To be covered through presentation
7	<p>Air travel: The service provider meets the requirements stipulated under par. 12.3.3</p> <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	To be covered through presentation

#	TECHNICAL EVALUATION CRITERION	COMMENTS
8	<p>Accommodation, Venues and Facilities: The service provider meets the requirements stipulated under par. 12.3.4</p> <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	To be covered through presentation
9	<p>Car rental, Train, Bus and Shuttle services: The service provider meets the requirements stipulated under par. 12.3.5</p> <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	To be covered through presentation
10	<p>Value Added Services: The service provider meets the requirements stipulated under par. 12.9</p> <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	To be covered through presentation
11	<p>Additional charges for no-shows, changes to or cancellations of bookings/service/sectors. The service provider meets the requirements stipulated under par. 13.1.4</p> <ul style="list-style-type: none"> • Score 0 = No systems in place • Score 1 = Some requirements are met and the service provider will not be able to make system modifications within 3 months • Score 2 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 3 months • Score 3 = Not all requirements are met, but the service provider will be able to customise their systems in order to meet all requirements within 1 month • Score 4 = Systems are in place to ensure 100% compliance with requirements 	To be covered through presentation

A bidder must receive at least 300 out of 400 points (75%) for Score Card 2A to proceed to Gate 3. The points received for each criteria will be calculated by averaging the scores awarded by each Bid Evaluation Committee member.

Annexure A2B: Part 3 (Online Tool)

#	TECHNICAL EVALUATION CRITERION	COMMENTS
1	<p>Par 12.4.1 – Booking tool customisable to meet unique DCOG requirements:</p> <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month • Score 4 = Current system fully meets the requirement 	To be covered through site visit testing on online tool
2	<p>Par 12.4.2 – Online tool access and security measures</p> <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month • Score 4 = Current system fully meets the requirement 	To be covered through site visit testing on Online tool
3	<p>Par 12.3. – Virtual credit card and interface with BAS</p> <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month • Score 4 = Current system fully meets the requirement 	To be covered through site visit testing on Online tool
4	<p>Par 12.4.5-6 – Cost centres, Approvals & Policy groups setup</p> <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month • Score 4 = Current system fully meets the requirement 	To be covered through site visit testing on Online tool

5	Par 12.4.7 – Traveller profiles <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month 	To be covered through site visit testing on Online tool
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#	TECHNICAL EVALUATION CRITERION	COMMENTS
	<input type="checkbox"/> Score 4 = Current system fully meets the requirement	
6	Par 12.4.8 – Approval flows / escalations setup <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month • Score 4 = Current system fully meets the requirement 	To be covered through site visit testing on Online tool
7	Par 12.4.9 – Supporting documentation <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month • Score 4 = Current system fully meets the requirement 	To be covered through site visit testing on Online tool
8	Par 12.4.10 – All services / sector listed can be booked online <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month • Score 4 = Current system fully meets the requirement 	To be covered through site visit testing on Online tool

9	Par 12.4.11 – Information available to booker / approver <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month • Score 4 = Current system fully meets the requirement 	To be covered through site visit testing on Online tool
#	TECHNICAL EVALUATION CRITERION	COMMENTS
10	Par 12.4.12 – Invoicing data <ul style="list-style-type: none"> • Score 0 = The requirements cannot be met at all • Score 1 = The requirements cannot be met within three months • Score 2 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 3 months • Score 3 = Does not currently meet the requirement but service provider can customise their systems in order to meet all requirements within 1 month • Score 4 = Current system fully meets the requirement 	To be covered through site visit testing on Online tool

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 DCOG;
- b. Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- c. Act with circumspection and treat [DCOG] 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 DCOG;
- f. Avoid fraudulent and misleading advertising, canvassing and marketing;

- g. Conduct business activities with transparency and consistently uphold the interests and needs of DCOG as a client before any other consideration; and
- h. Ensure that any information acquired by the bidder(s) from DCOG 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)*