



cooperative  
governance

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Department:  
Cooperative Governance  
REPUBLIC OF SOUTH AFRICA

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## ANNEXURE A2

DESKTOP

AND

TECHNICAL EVALUATION

(PRESENTATION AND ONLINE BOOKING TOOL DEMONSTRATION)

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**ANNEXURE A2: DESKTOP AND TECHNICAL EVALUATION (PRESENTATION AND ONLINE DEMONSTRATION)** 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 below.

**1. Annexure A2 - Part 1: Desktop Evaluation Criteria**

**Score Card 1 - Refer to ToR and Annexure A2: Part 1 to verify compliance.**

#	TECHNICAL EVALUATION CRITERION	MOTIVATION / RESPONSE (TO BE COMPLETED BY THE BIDDER)
1	<p><b>The bidder can 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)</b></p> <ul style="list-style-type: none"> <li>• Score 0 = No systems in place</li> <li>• Score 1 = Two (2) requirements are met and the service provider will not be able to make system modifications within 3 months</li> <li>• Score 2 = Four (4) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 3 months</li> <li>• Score 3 = Five (5) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 1 month</li> <li>• Score 4 = Systems are in place to ensure 100% compliance with all seven (7) requirements</li> </ul>	
2	<p><b>• Office management (par 12.12) attach CVs with proof of travel account management experience,</b></p> <ul style="list-style-type: none"> <li>• Score 0 = Key Account Manager with no experience</li> <li>• Score 1 = Key Account Manager has proven 3 or less years' experience</li> <li>• Score 2 = Key Account Manager has proven 5 or less years' experience</li> <li>• Score 3 = Key Account Manager has proven 7 or less years' experience</li> <li>• Score 4 = Key Account Manager has proven 10 or years' experience.</li> </ul>	
3	<p><b>After hours and emergency call centre (par 12.3.6)</b></p> <ul style="list-style-type: none"> <li>• Score 0 = Bidder is unable to provide after-hours and emergency call centre services</li> <li>• Score 1 = Bidder is able provide after-hours and call centre services according to two (2) requirements as specified.</li> <li>• Score 2 = Bidder is able provide after-hours and call centre services according to three (3) requirements as specified.</li> <li>• Score 3 = Bidder is able provide after-hours and call centre services according to four (4) requirements as specified.</li> <li>• Score 4 = Bidder is able provide after-hours and call centre services according to all five (5) requirements as specified.</li> </ul>	
4	<p><b>Online booking and Reporting Tool (par 12.4)</b></p> <ul style="list-style-type: none"> <li>• Score 0 = No online booking and reporting tool</li> <li>• Score 1 = Online booking and reporting tool that cannot be customised to DCOG requirements</li> <li>• Score 2 = Online booking and reporting tool that can be customised to DCOG three (3) requirements - setup and each subsequent change will be at a cost to DCOG</li> <li>• Score 3 = Online booking and reporting tool that can be customised to DCOG six (6) requirements - initial setup at a cost to DCOG, but subsequent changes free of charge</li> <li>• Score 4 = Online booking and reporting tool available that is fully customisable to DCOG's twelve (12) requirements at no cost to DCOG</li> </ul>	

<b>5</b>	<b>The bidder fully complies with all National Treasury negotiated rates, limits and reporting requirements (par 12.6.3)</b> <ul style="list-style-type: none"> <li>• Score 0 = The bidder cannot comply with the stipulated requirement</li> <li>• Score 4 = Bidder can fully comply with requirements</li> </ul>	
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**Gate 2: Technical Evaluation Criteria – Site Visit Presentation and Online Booking Tool**

Score Card 2A (Presentation) - Refer to ToR and Annexure A2: Part 2 to verify compliance.

#	TECHNICAL EVALUATION CRITERION	MOTIVATION / RESPONSE (TO BE COMPLETED BY THE BIDDER)
1	<b>Able to do 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.</b> <ul style="list-style-type: none"> <li>• Score 0 = No systems in place</li> <li>• Score 1 = Four (4) requirements are met and the service provider will not be able to make system modifications within 3 months</li> <li>• Score 2 = Eight (8) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 3 months</li> <li>• Score 3 = Twelve (12) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 1 month</li> <li>• Score 4 = Systems are in place to ensure 100% compliance with all eighteen (18) requirements</li> </ul>	
2	<b>The bidder 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 (par 12.6.4).</b> <ul style="list-style-type: none"> <li>• Score 0 = No system in place</li> <li>• Score 4 = Systems are in place to ensure 100% compliance with the requirement as specified</li> </ul>	
3	<b>Financial management. The bidder meets the requirements stipulated under par.12.5.</b> <ul style="list-style-type: none"> <li>• Score 0 = No systems in place</li> <li>• Score 1 = Two (2) requirements are met and the service provider will not be able to make system modifications within 3 months</li> <li>• Score 2 = Four (4) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 3 months</li> <li>• Score 3 = Six (6) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 1 month</li> <li>• Score 4 = Systems are in place to ensure 100% compliance with all nine (9) requirements.</li> </ul>	
4	<b>Reporting and Management of Information. The bidder meets the requirements stipulated under par. 12.6.</b> <ul style="list-style-type: none"> <li>• Score 0 = No systems in place</li> <li>• Score 1 = Two (2) requirements are met and the service provider will not be able to make system modifications within 3 months</li> <li>• Score 2 = Four (4) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 3 months</li> <li>• Score 3 = Six (6) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 1 month</li> <li>• Score 4 = Systems are in place to ensure 100% compliance with all nine (9) requirements</li> </ul>	

#	TECHNICAL EVALUATION CRITERION	MOTIVATION / RESPONSE (TO BE COMPLETED BY THE BIDDER)
5	<p><b>Cost management. The bidder meets the requirements stipulated under par. 12.10.</b></p> <ul style="list-style-type: none"> <li>• Score 0 = No systems in place</li> <li>• Score 1 = At least one (1) requirement is met and the service provider will not be able to make system modifications within 3 months</li> <li>• Score 2 = Two (2) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 3 months</li> <li>• Score 3 = Three (3) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 1 month</li> <li>• Score 4 = Systems are in place to ensure 100% compliance with all four requirements</li> </ul>	
6	<p><b>Air travel: The bidder meets the requirements stipulated under par. 12.3.3.</b></p> <ul style="list-style-type: none"> <li>• Score 0 = No systems in place</li> <li>• Score 1 = Three (3) requirements are met and the service provider will not be able to make system modifications within 3 months</li> <li>• Score 2 = Six (6) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 3 months</li> <li>• Score 3 = Nine (9) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 1 month</li> <li>• Score 4 = Systems are in place to ensure 100% compliance with all eleven (11) requirements</li> </ul>	
7	<p><b>Accommodation, Venues and Facilities: The bidder meets the requirements stipulated under par. 12.3.4.</b></p> <ul style="list-style-type: none"> <li>• Score 0 = No systems in place</li> <li>• Score 1 = Two (2) requirements are met and the service provider will not be able to make system modifications within 3 months</li> <li>• Score 2 = Four (4) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 3 months</li> <li>• Score 3 = Six (6) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 1 month</li> <li>• Score 4 = Systems are in place to ensure 100% compliance with all nine (9) requirements</li> </ul>	
8	<p><b>Car rental, Train, Bus and Shuttle services: The bidder meets the requirements stipulated under par. 12.3.5.</b></p> <ul style="list-style-type: none"> <li>• Score 0 = No systems in place</li> <li>• Score 1 = Two (2) requirements are met and the service provider will not be able to make system modifications within 3 months</li> <li>• Score 2 = Four (4) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 3 months</li> <li>• Score 3 = Six (6) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 1 month</li> <li>• Score 4 = Systems are in place to ensure 100% compliance with all eight (8) requirements</li> </ul>	

	TECHNICAL EVALUATION CRITERION	MOTIVATION / RESPONSE (TO BE COMPLETED BY THE BIDDER)
9	<p><b>Value Added Services: The bidder meets the requirements stipulated under par. 12.9.</b></p> <ul style="list-style-type: none"> <li>• Score 0 = No systems in place</li> <li>• Score 1 = One (1) requirement is met but the service provider will not be able to make system modifications within 3 months</li> <li>• Score 2 = Two (2) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 3 months</li> <li>• Score 3 = Four (4) requirements are met, but the service provider will be able to customise their systems to meet all requirements within 1 month</li> <li>• Score 4 = Systems are in place to ensure 100% compliance with all six (6) requirements</li> </ul>	
10	<p><b>Additional charges for no-shows, changes to or cancellations of bookings/service/sectors. The bidder meets the requirements stipulated under par. 13.1.4.</b></p> <ul style="list-style-type: none"> <li>• Score 0 = No systems in place</li> <li>• Score 4 = Systems are in place to ensure 100% compliance with requirements</li> </ul>	

#	TECHNICAL EVALUATION CRITERION	MOTIVATION / RESPONSE (TO BE COMPLETED BY THE BIDDER)
1	<b>Par 12.4.1 – Online Booking tool customisable to meet unique DCOG requirements:</b> <ul style="list-style-type: none"> <li>• Score 0 = The requirement cannot be met at all</li> <li>• Score 4 = Current system fully meets the requirement as specified.</li> </ul>	
2	<b>Par 12.4.2 – Online tool access and security measures</b> <ul style="list-style-type: none"> <li>• Score 0 = The requirement cannot be met at all</li> <li>• Score 4 = Current system fully meets the requirement as specified.</li> </ul>	
3	<b>Par 12.3. – Lodge card payments for travel expenditure.</b> <ul style="list-style-type: none"> <li>• Score 0 = The requirement cannot be met at all</li> <li>• Score 4 = Current system fully meets the requirement as specified.</li> </ul>	
4	<b>Par 12.4.5-6 – Cost centres, Approvals &amp; Policy groups setup</b> <ul style="list-style-type: none"> <li>• Score 0 = The requirements cannot be met at all</li> <li>• Score 4 = Current system fully meets the requirements.</li> </ul>	
5	<b>Par 12.4.7 – Traveller profiles</b> <ul style="list-style-type: none"> <li>• Score 0 = The requirement cannot be met at all</li> <li>• Score 4 = Current system fully meets the requirement.</li> </ul>	
6	<b>Par 12.4.8 – Approval flows / escalations setup</b> <ul style="list-style-type: none"> <li>• Score 0 = The requirement cannot be met at all</li> <li>• Score 4 = Current system fully meets the requirement</li> </ul>	
7	<b>Par 12.4.9 – Supporting documentation.</b> <ul style="list-style-type: none"> <li>• Score 0 = The requirement cannot be met at all</li> <li>• Score 4 = Current system fully meets the requirement</li> </ul>	
8	<b>Par 12.4.10 – All services / sector listed can be booked online.</b> <ul style="list-style-type: none"> <li>• Score 0 = The requirement cannot be met at all</li> <li>• Score 4 = Current system fully meets the requirement</li> </ul>	
9	<b>Par 12.4.11 – Information available to booker / approver</b> <ul style="list-style-type: none"> <li>• Score 0 = The requirement cannot be met at all</li> <li>• Score 4 = Current system fully meets the requirement</li> </ul>	
10	<b>Par 12.4.12 – Invoicing data</b> <ul style="list-style-type: none"> <li>• Score 0 = The requirement cannot be met at all</li> <li>• Score 4 = Current system fully meets the requirement</li> </ul>	

**BIDDER DECLARATION**

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, campaigning 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*)