

## RFP 29/2022: PROVISION OF TRAVEL MANAGEMENT AND RELATED SERVICES

## ANNEXURE A2 - PRESENTATION EVALUATION SCORECARD

Bidder Name:		WEIGHT	GUIDELINE	SCORE	COMMENT
<b>6</b>	<b>Systems</b>	<b>20.00</b>		<b>0.00</b>	
<b>6.1</b>	(a) The bidder has demonstrated their online booking system used for all their reservations (e.g. Global Distribution System (GDS) etc.), showing its full functionality including the following: • Booking • Cancellation • Example of invoice • Example of available Reporting.	<b>5.00</b>	<b>BOOKING SYSTEM</b> The bidder has demonstrated the <b>third party travel booking system</b> used for making reservations (e.g. Global Distribution System (GDS)), showing its full functionality including the following: • 2 = Booking • 1 = Cancellation and amendments • 1 = Example of invoice • 1 = Example of available Reporting. 0 = No information provided	<b>0.00</b>	
	(b) The bidder has demonstrated their Online Booking Tool (OBT) and indicated how SARS travellers can utilise it showing its full functionality including the following: • Smooth interface with SAP • Live travel reservations for point to point and apply best rates i.e. car hire, accommodation, flights, shuttle • Direct interface in the backend to at least one of the following Global Distribution System (GDS) systems: Travelport, Amadeus or Sabre or fully independent end-to-end solution, including fulfillment • Workflow approval with capability to send booking confirmations via e-mail and SMS • Example of available Reporting	<b>15.00</b>	<b>BOOKING TOOL</b> The bidder has demonstrated their <b>own in-house Online Booking Tool (OBT)</b> and indicated how SARS travellers can utilise it showing its full functionality including the following: • 3 = Smooth interface with SAP • 3 = Live travel reservations for point to point and apply best rates i.e. car hire, accommodation, flights, shuttle • 3 = Direct interface in the backend to at least one of the following Global Distribution System (GDS) systems: Travelport, Amadeus or Sabre or fully independent end-to-end solution, including fulfillment • 3 = Workflow approval with capability to send booking confirmations via e-mail and SMS • 3 = Example of available Reporting • 0 = No information provided	<b>0.00</b>	
<b>7</b>	<b>Call Centre Services</b>	<b>6.00</b>		<b>0.00</b>	
<b>7.1</b>	The bidder has demonstrated a view of their call centre activities/ services: (a) Availability of a 24-7 hours 365 days call centre (b) Fully equipped with the necessary technology (call recorders, call centre performance reports etc) (c) Dedicated team for SARS	<b>6.00</b>	The bidder has demonstrated a view of their call centre activities/ services: • 2 = Availability of a 24-7 hours 365 days call centre • 2 = Fully equipped with the necessary technology (call recorders, call centre performance reports etc) • 2 = Dedicated team for SARS • 0 = No information provided, bidder will score 0 if one or more of the above is not covered.	<b>0.00</b>	
<b>8</b>	<b>Cost Saving Strategy</b>	<b>10.00</b>		<b>0.00</b>	
<b>8.1</b>	The bidder has described and provided the following: (a) Examples of cost savings initiatives (minimum of 5) implemented and achieved at previous clients relating to: Accommodation, Airline and Transport etc. (b) Indication of items that were targeted for maximum cost savings results	<b>10.00</b>	<b>COST SAVING STRATEGY</b> The bidder has presented detailed cost savings initiatives/ strategies (more than one) including but not limited to: • 5 = Examples of cost savings initiatives (minimum of 5) implemented and achieved at previous clients relating to: Accommodation, Airline and Transport etc. • 5 = Indication of items that were targeted for maximum cost savings results • 0 = No information provided, impractical information provided, less than 5 initiatives	<b>0.00</b>	
<b>Total Points</b>		<b>36.00</b>		<b>0.00</b>	