



SOUTH AFRICAN TOURISM

PART C: TENDER EVALUATION PROCESS - SAT 281/24 TRAVEL MANAGEMENT COMPANY FOR SOUTH EUROPE

Table 1: Summary of the Evaluation Phases:

Phase 1 Administrative and Mandatory and bid requirements	Phase 2 Desktop Functional Technical and Presentation Evaluation	Phase 3 Price Evaluation
Service providers' responses will be evaluated based on compliance with the listed administrative and mandatory bid requirements.	Service providers are required to achieve a minimum threshold of 70 points to proceed to Phase 3. The Tender/Evaluation Matrix Cross Reference: Service providers should reference the criteria to the portfolio of evidence in the bid proposal. – It is of vital importance that systematic scoring can be carried out.	The tender will be evaluated on pricing evaluation. The highest-scoring bidder will be appointed on price.

Phase 1: Administrative requirements

Service provider must submit all the documents required.

All documents must be completed and signed by the duly authorised representative of the prospective service providers. During this phase, service providers' responses will be evaluated based on compliance with the listed administrative and mandatory bid requirements.

Table 2: Phase 1 Evaluation

Document submitted	That Must Be	YES/NO	Non-submission may result in disqualification.
Confirmation of valid Tax Status			Written confirmation from the country's tax authorities (ATO) that the company is tax compliant and may, on an ongoing basis during the tenure of the contract, disclose the company's tax compliance status.
Affirmation of certification of registration with the Chamber of Commerce or equivalent report (K-bis)			
Copies of the latest: Financial Statement of the last 3 years Statement of Social Contributions (Urssaf)			
Invitation SBD 1			Complete, sign, and initial each page on the Standard Bidding Document (SBD 1)

Declaration of interest (SBD 4)		Complete, initialize each page, and sign the Standard Bidding Document (SBD 4)
Mandatory bid requirements		
Registration with registered statutory body.		International Air Transport Association (IATA) & Travel Agency License: Bidders who don't provide the valid IATA license and Travel Agency license will be disqualified during this phase and will not proceed to Phase 2

Phase 2: Technical Evaluation Criteria = Weighting out of 100 points

All bidders are required to respond to the technical evaluation criteria scorecard and provide information/portfolio of evidence that they unconditionally hold the available capacity, ability, experience, and qualified staff to provide the requisite business requirements to South African Tourism under this tender.

Bidders will be required to achieve a minimum threshold of 70 points in order to proceed to Phase 3 for Price and Preference point system (Specific goals) evaluation.

Table 3: Phase 2 Evaluation

Phase 2 Desktop Technical Evaluation Criterion			
Points allocation will be full points on satisfactory of the criterion below or none scoring points for failure to submit satisfactory information.	Weight	Reference in Bid Document	
GENERAL	10		
Provide reference letters from at least three (3) contactable existing/recent clients (within the past 3 years from the closing date of the bid) which are of a similar size to SA Tourism whom we may contact for references. This should include where you have or are delivering corporate travel including sourcing for DMC services.	5		
Travel Agency License membership. Provide proof of such membership.	5		
FINANCIAL MANAGEMENT	20		
Agency Commission Rates	20		
ACCOUNT MANAGEMENT	20		
Describe what quality control procedures/ processes you have in place to ensure that your clients receive consistent quality service.	20		
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.			
What is in place to ensure that SA Tourism's travel Policy is enforced.			
How will you manage the service levels in the contract and how will you go about doing customer satisfaction surveys?			
OFFICE MANAGEMENT	10		
Describe roles and responsibilities of assigned staff. Please provide the management hierarchy.	10		
Describe how you will submit invoices for payment process including matching of supporting documents including, but not limited to, Purchase orders, copy of e-tickets, quotations, 3rd party invoices etc. (Give an invoice example)			
RESERVATIONS	40		
Manage all reservations/ bookings (Corporate)	13		

Describe how all travel reservations/ bookings are handled i.e. hotel (accommodation); car rental; flights etc.		
This will include, without limitation, an example of detailed complex itinerary confirmation that includes air, car, hotel, passport requirement, confirmation numbers and additional proof of competency.		
Manage group bookings		
Describe your capabilities for handling group bookings (i.e. for meetings, conferences, events etc.). Also describe your capacity and capabilities of procuring DMC services on behalf of SA Tourism i.e. for Fam Trips & Hosting	20	
Directly negotiated rates		
Describe what kind of rates you have that are negotiated with the final providers (hotel chains, airlines, etc.)	3	
Manage airline reservations.		
Describe the process of booking the most cost-effective and practical routing for the traveller.		
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 traveller(s) including preferred seating, waitlist clearance, special meals, travellers with disabilities , etc.	2	
After-hours and emergency services		
The bidder must have capacity to provide reliable and consistent after hours and emergency support to traveller(s).		
Please provide details/ Standard Operating Procedure of your after-hour support:		
□ how it is accessed by Travelers,	2	
□ where it is located, centralized/ regionalized, in-country (owned)/ outsourced etc.		
□ is it available 24/7/365		
TOTAL FOR PHASE 2 (70 %)	100	

Table 4: Functional Evaluation Matrix

Bidders must meet the minimum threshold of **70 points** to proceed to Phase 3: Price and Preference (specific goals) evaluation.

- Bid proposals will be evaluated strictly according to the bid evaluation criteria stipulated in this section.
- Bidders must submit supportive documentation for all functional requirements as part of their bid documents as indicated in the Terms of Reference.
- The panel responsible for scoring the respective bids will evaluate and score all bids based on information presented in the bid proposals in line with the RFP.
- The score for functionality will be calculated in terms of the table below, where each Bid Evaluation Committee (BEC) member will rate each criterion on the bid evaluation score sheet using the following value scale/matrix:

Table 4: Technical Functional Evaluation Matrix

Rating	Definition	Score
Excellent	Exceeds the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services. Response identifies factors that will offer potential value, with supporting evidence.	3
Acceptable	Satisfies the requirement with minor additional benefits , above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services. Response identifies factors that will offer potential required services, with supporting evidence.	2
Average	Submission meets the minimum requirement with major reservations . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services, with little or no supporting evidence.	1
Unacceptable	Does not meet the requirement . Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resources & quality measures required to provide the goods/services, with little or no supporting evidence.	0

Phase 3: Price Evaluation = 100 Points

Only Bidders who meet the minimum 70% threshold of functionality in Phase 2 will be evaluated in Phase 3 for price evaluation. Failure to meet the minimum thresholds of both evaluation phases will result in disqualification regardless of combined scored points.

The bidder who advances to Phase three (3) will be evaluated based on Price comparison and SA Tourism will appoint the bidder who scores the highest point.

Objective Criteria:

- (a) Should the recommended bidder and SA Tourism not reach an agreement on the SLA, regarding service performance, the penalty may be implemented as a mitigating factor to address the non-performance issues, SAT reserves the right to move to the next acceptable bidder to be included to the panel.
- (b) In cases where SA Tourism had/has current/historic non-performances with a provider, SAT reserves the right to not appoint the specific provider, subject to demonstrable documentary evidence that supports the non-performance or the remedial action of the non-performance unless evidence of resolution of the non-performance is provided.

END.