

EVALUATION PROCESS (CONTINUED)

PHASE 2: FUNCTIONALITY AND BBBEE PREFERENCE POINT CRITERIA:

Stage 1: Functionality

In Stage 1 Service provider will be assessed in terms of experience in a similar environment, financial stability, operational capacity, and quality management standards.

Only Service providers scoring 70% and more will be considered for the Price and B-BBEE stage of the tender.

FUNCTIONALITY EVALUATION (100 points)

FUNCTIONALITY Stage		Points
Criterion	Key Components	Score
Contactable References for Travel Management Services	<p>Maximum of five (5) references (The highest combination of points will be selected)</p> <p>Domestic Travel – three (3) points per domestic travel reference provided.</p> <p>International Travel – five (5) points per international travel reference provided.</p> <p>No contactable references equate to zero (0) points scored.</p> <p><i>(Submit Reference Letters) – Dated not older than five (5) years.</i></p> <p><i>Reference must be for work done within the past five (5) years from date of closure of this bid.</i></p>	25
Relevant experience, knowledge and understanding of the industry	<p>Ten (10) years and more = 10 points</p> <p>Between 6 and 9 years' experience = 8 points</p> <p>Between 2 and 3 years' experience = 6 points</p> <p>Less than 2 years' experience = 4 points</p> <p><i>(Submit Company Profile as proof)</i></p>	10
Key Accounts Manager experience leading a team of travel agents and overseeing the overall operations	<p>Ten (10) years and more = 10 points</p> <p>Between 6 and 9 years' experience = 7 points</p> <p>Between 3 and 6 years' experience = 4 points</p> <p>Less than 3 years' experience = 0 points</p> <p><i>(Submit CV of Accounts Manager as Proof)</i></p>	10

Proof of Local Infrastructure	Location of Business within Vhembe District Municipality = 10 points Location of Business within Limpopo province = 5 Points Location of Business outside Limpopo province = 3 Points No proof of Local infrastructure provides =0 Points (Submit Lease Agreement or Utility Bill as proof)	10
Technology – Operational Online Booking System	Online booking tool available = 10 points Traditional booking method = 5 points (Submit overview and rates of this system as proof)	10
Report Administrative Management Information	Ability to provide Report = 15 points Inability to provide report = 0 points (Provide sample report reviewing Air Travel, Vehicle Rental, Accommodation Booking, Cost Savings, etc. as proof)	5
Liquidity	Current ratio of 1,5:1 or better =5 Points Otherwise (if low) zero points	5
Operational After-hours Facility	Established After Hour Operational Call Centre = 10 points Ability to establish this if awarded tender = 5 points Inability to establish an afterhours call centre = 0 points (Provide overview of Call Centre – number of staff, toll free line, etc. as proof)	10
Travel Safety Programme	Safety Programme in place = 10 points No Safety Programme = 0 points (Submit Template of Programme as proof)	5
System Integration capability	Ability of booking system to integrate into ITS ERP system =15 points. (No capability to integrate booking tool into ITS ERP system =0 points	10
Total Points		100

Evaluation Criteria

- Total score is 100 points including where applicable
- If any item is not applicable to your company, indicate with "N/A". No blank box is allowed
- All Suppliers are expected to score at least 70% at this stage in order to be considered in the next stage i.e. Technical Evaluation
- Points achieved at this shall not be carried to the next stage