

TECHNICAL EVALUATION CRITERIA

1.1 Mandatory requirements

Each bidder is required to submit the following **mandatory** documentation to be considered:

Phase 1: Mandatory requirements criteria	Comply/Not-compliance YES/NO
Registered with PSIRA. Attach valid certified copies of company's PSIRA certificate and letter of good standing from PSIRA.	
Valid certified copy of workmen's compensation/COIDA (Letter of good standing).	
Valid certified copy of UIF (Certificate of compliance).	
Valid Certified copy of company registration certificate.	
Valid certified copy of insurance indemnity from insurance brokers.	
Certified copies of Identity documents and valid PSIRA registration of owners, directors, and shareholders, as specified on the company registration certificate. The new PSIRA certificate in line with industry circular issued by PSIRA on 10 March 2015.	
Note: The abovementioned documents must remain valid for the duration of the evaluation. Failure to submit the above documents will lead to disqualification.	

1.2 Phase 2: Technical review

Each submission is evaluated by the bid evaluation committee according to the evaluation criteria indicated in the bid document.

A score is allocated to each proposal, and if the document scored the minimum requirement for functionality of 80%, it would move to the next round in the evaluation process.

Service providers are required to be competent for access control and surveillance equipment maintenance.	30
(3) – 5 years of experience	10
(5) – 10 years of experience	20
(more than 10) – 15 years of experience	30
Testimonial(s) with references should include contact details for verification.	15

3 -5 years reference letters	5
5-10 years reference letters	10
10-15 years reference letters	15
Proposal warranty and maintenance plan.	20
Fully detailed warranty and maintenance plan	20
Methodology and approach:	20
The service provider shall provide a detailed and clear schedule of how the project will be executed in line with the scope of work and must be included in the proposal. The project plan must include clear milestones, timelines, and resources assigned to execute the project. It must also include graphic system design architecture in the form of clearly labelled sketch(es) with related explanatory notes.	20
Competent staff for the project (Site visit):	15
According to the guideline below.	15
TOTAL POINTS FOR FUNCTIONALITY	100
The minimum threshold of 80% is acceptable for on-site evaluation.	

1.3 Competent staff for the installation/maintenance project(s)

1.3.1 Team leader/Project manager

- Must have a minimum of five years of related experience.
- The project manager must have a certificate/qualification in Project Management.
- The team leader must have a minimum of a grade B security certificate. The new PSIRA certificate in line with industry circular issued by PSIRA on 10 March 2015.
- The team leader must be registered with PSIRA.
- A detailed CV of the team leader/project manager with valid certified copies of identification documents and qualifications must be attached to the technical proposal.

1.3.2 Team members/Technicians

- Must have a minimum of three years of related experience.
- Must have a minimum of a grade B security certificate. The new PSIRA certificate aligns with industry circular issued by PSIRA on 10 March 2015.
- Must be registered with PSIRA.
- A detailed CV of the team members with valid certified copies of identification documents and qualifications must be attached to the technical proposal.

1.3.3 Infrastructure

- Functional and adequately equipped helpdesk.
- Company vehicle(s) with provable ownership or lease agreement(s).
- Functional and adequately equipped company office located within the province to enable the service provider to comply with the requirements of the NEC.
- Enough human capacity (minimum five members, including the team leader) who are suitably skilled and competent to execute this project and the requirements of the NEC.

1.4 Phase 3: On-site evaluation criteria

Evaluation criteria		Rating			Weight	
1	2	3	4	5		
The on-site evaluation will be on a scale of 1 to 5 in accordance with the criteria below.						
The rating will be as follows: 1 = Very poor, 2 = Poor, 3 = Good, 4 = Very good, 5 = Excellent						

The Eskom Project Management Team will visit the bidder's (**who have achieved a minimum of 80%**) premises to verify the mandatory and functional requirements mentioned by the bidder.

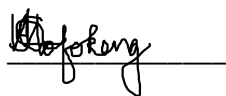
1.5 Further client site visits

Eskom Security may undertake site visits to at least one of the shortlisted bidder's referenced clients to ascertain the quality of work provided by the bidder. The necessary arrangements will be made accordingly, and the bidder should be available for the site visit. The site visit will include but not be limited to the following:
Check type of CCTV system installed
Inspect security rack for connectivity/installation
Check cleanness of the cameras
Check existence of the control room
Check picture quality on the monitoring screens
Check ability to retrieve footage from the backup system. Bidder to demonstrate that backup can be done
Interview bidder on quality of service rendered by the bidder
Check camera alignment and field of view
Inspect all equipment related to CCTV with regard to connectivity, e.g., wiring, cabling, enclosure

The score for site visits will be calculated according to the table below, where the Eskom official will rate each criterion on the score sheet using the following value scale:

Rating	Definition
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.
Good	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.
Acceptable	Satisfies the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the goods/services, with supporting evidence.
Minor reservations	Satisfies the requirement with minor reservations. Some minor reservations about 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.
Serious reservations	Satisfies the 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.
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, and quality measures required to provide the goods/services, with little or no supporting evidence.

Responsible Manager



Modupi Mofokeng

Supported by: Snr Advisor



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