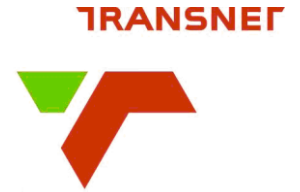


RFP NO: TNPA/2023/04/0015/28131/RFP: REQUEST FOR PROPOSAL FOR THE PROVISION OF SERVICES FOR INTEGRATED MANAGEMENT SYSTEM (IMS)  
FOR CERTIFICATION AUDIT AT TRANSNET NATIONAL PORTS AUTHORITY FOR A PERIOD OF 3 YEARS (36 MONTHS)



## ANNEXURE C – TECHNICAL EVALUATION CRITERIA

REQUEST FOR PROPOSAL [RFP]  
[RFP NO: TNPA/2023/04/0015/28131/RFP]

FOR THE PROVISION OF SERVICES FOR INTEGRATED MANAGEMENT SYSTEM (IMS) FOR CERTIFICATION  
AUDIT AT TRANSNET NATIONAL PORTS AUTHORITY FOR A PERIOD OF 3 YEARS

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Respondent's Signature

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Date & Company Stamp

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No.	Evaluation Criteria	Description/Required Information	Type of proof to be Submitted	Scoring Guideline	Scores	Weight
1.	<b>Company Track Record – Reference Letters</b>	<p>The bidder must demonstrate a strong track record of client satisfaction by submitting a minimum of three (3) client reference letters indicating client's satisfaction on ISO 22301, 20000-1 and 31000 Standard/s (Management Systems) certification services rendered in the past six (6) years (Measured from date of advertisement of this bid).</p> <p>Reference letters must meet the below criteria:</p> <ul style="list-style-type: none"> <li>Reference letters must not be older than (6) six years.</li> <li>Reference letters must be on client's company letterhead.</li> <li>Client (I.e., Company name) and client key contact person must be specified on the letter along with key contact person contact details (email address and contact number).</li> <li>Indication of satisfactory services rendered.</li> </ul>	<p>Minimum of three (3) reference letters on client company letterhead indicating client's satisfaction on ISO Standard/s (Management Systems) certification services rendered in the past six (6) years (Measured from date of advertisement of this bid)</p> <p>Reference letters must meet the below criteria:</p> <ul style="list-style-type: none"> <li>Reference letters must not be older than six years.</li> <li>Reference letters must be on client's company letterhead.</li> </ul>	Four (4) or more reference letters complying with all 5 requirements (set criteria).	3	20
				Three (3) reference letters complying with all 5 requirements (set criteria).	2	
				One (1) – two (2) reference letters complying with minimum of 4 requirements (set criteria).	1	

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No.	Evaluation Criteria	Description/Required Information	Type of proof to be Submitted	Scoring Guideline	Scores	Weight
		<ul style="list-style-type: none"> <li>Must be signed and dated by referee/key contact person.</li> </ul>	<ul style="list-style-type: none"> <li>Client (I.e., company name) and client key contact person must be specified on the letter along with key contact person contact details (email address and contact number).</li> <li>Indication of satisfactory services rendered.</li> <li>Must be signed and dated by referee/key contact person.</li> </ul>	No reference letters provided, or reference letters provided comply with minimum of 3 requirements (set criteria).	0	
2.	Company Experience	<p>The bidder must provide a list of ISO 22301, 20000-1 and 31000 Standard/s (Management Systems) Standard/s (Management Systems) certification services rendered to corporate clients. The list must indicate:</p> <ul style="list-style-type: none"> <li>Company/Client Name</li> <li>Contact number</li> <li>Brief description of services rendered</li> <li>Duration (Start and End Date)</li> </ul>	Technical Questionnaire (Annexure B)	Evidence of 5 and above ISO Standard/s (Management Systems) certification services rendered submitted.	3	20
				Evidence of 3-4 ISO Standard/s (Management Systems) certification services rendered submitted.	2	
				Evidence of 1-2 ISO Standard/s (Management Systems) certification services rendered submitted.	1	

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No.	Evaluation Criteria	Description/Required Information	Type of proof to be Submitted	Scoring Guideline	Scores	Weight
				No document submitted /irrelevant ISO Standard/s (Management Systems) certification services rendered.	0	
3.	<b>Years of Experience and Qualification for a Certified and Accredited Auditor on ISO 31000 (Risk Management System).</b>	Certified and Accredited Auditor on ISO 31000 (Risk Management System).	<ul style="list-style-type: none"> <li>Professional to provide a CV with three contactable references. CV's must indicate years of work experience in ISO Standard/s certification audits.</li> <li>ISO 31000 training and accreditation certificates.</li> </ul>	Certified and Accredited Auditor on ISO 31000 with 5 Years' experience or more in ISO certification – with references	3	20
				Certified and Accredited Auditor on ISO 31000 with 4 Years of experience in ISO certification – with references.	2	
				Certified and Accredited Auditor on ISO 31000 with 2-3 Years of experience in ISO certification – with references.	1	
				Certified and Accredited Auditor on ISO 31000 with < 1 Year of experience in ISO certification – with references/ No documents provided/irrelevant documents provided	0	

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No.	Evaluation Criteria	Description/Required Information	Type of proof to be Submitted	Scoring Guideline	Scores	Weight
4.	<b>Years of Experience and Qualification for a Certified and Accredited Auditor on ISO 20000-1 (Information Technology - Service Management System).</b>	Certified and Accredited Auditor on ISO 20000-1 (Information Technology - Service Management System ).	<ul style="list-style-type: none"> <li>Professional to provide a CV with three contactable references. CV's must indicate years of work experience in ISO Standard/s certification audits.</li> <li>ISO 20000-1 training and accreditation certificates.</li> </ul>	Certified and Accredited Auditor on ISO 20000-1 with 5 Years' experience or more in ISO certification – with references	3	20
				Certified and Accredited Auditor on ISO 20000-1 with 4 Years of experience in ISO certification – with references.	2	
				Certified and Accredited Auditor on ISO 20000-1 with 2-3 Years of experience in ISO certification – with references.	1	
				Certified and Accredited Auditor on ISO 20000-1 with < 1 Year of experience in ISO certification – with references/ No documents provided/irrelevant documents provided.	0	

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No.	Evaluation Criteria	Description/Required Information	Type of proof to be Submitted	Scoring Guideline	Scores	Weight
5.	<b>Years of Experience and Qualification for a Certified and Accredited Auditor on ISO 22301 (Business Continuity Management System).</b>	Certified and Accredited Auditor on ISO 22301 (Business Continuity Management System).	<ul style="list-style-type: none"> <li>Professional to provide a CV with three contactable references. CV's must indicate years of work experience in ISO Standard/s certification audits.</li> <li>ISO 22301 training and accreditation certificates.</li> </ul>	Certified and Accredited Auditor on ISO 22301 with 5 Years' experience or more in ISO certification – with references	3	20
				Certified and Accredited Auditor on ISO 22301 with 4 Years of experience in ISO certification – with references.	2	
				Certified and Accredited Auditor on ISO 22301 with 2-3 Years of experience in ISO certification – with references.	1	
				Certified and Accredited Auditor on ISO 22301 with < 1 Year of experience in ISO certification – with references/ No documents provided/irrelevant documents provided	0	

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