

**SECTION 2.2: FUNCTIONALITY EVALUATION CRITERION**

- (a) Reference Scoring: A maximum of 100 points will be awarded at the sole discretion of the Municipality's Bid Evaluation Committee based on the information provided and will be split as follows.

CRITERIA	POINTS
<b>1. References</b>	<b>60</b>
<b>2. Previous Experience (Company profile to be provided which consists of the following:</b> <ul style="list-style-type: none"> <li>• Must be on the letterhead of the company;</li> <li>• Background of what the company does;</li> <li>• How long the company has been operating;</li> <li>• Clients for whom similar work has been done</li> </ul>	<b>40</b>
<b>Total</b>	<b>100</b>

Criteria will be evaluated as follow:

**1. REFERENCES (60 Points):**

The Bidder is hereby requested to provide a minimum of 5 contactable references. The referees must complete, score and sign Form A. The original completed Form A is to be included in the tender documentation. Points for References will be allocated as indicated in the tables below and no points will be allocated in respect of incomplete or incorrect forms. Please note that the information provided will be verified by the Municipality.

<b>2.</b>	<b>References</b>	<b>Points</b>
	a. 5 or more References that responded positively to questions	60
	b. 4 References responded positively to questions	48
	c. 3 References responded positively to questions	36
	d. 2 References responded positively to questions	24
	e. 1 Reference responded positively to questions	12
	f. No references responded positively to questions	0
	<b>Total</b>	

**FORM A: NOMINATED REFERENCES FOR BIDDER - 1****Background information of Nominated Referees**

<b>Referee name:</b>	
<b>Postal address</b>	
<b>Contact number of referee:</b>	
<b>Email address:</b>	
<b>Name of Bidder evaluated:</b>	
<b>Project Name:</b>	
<b>Project Description:</b>	
<b>Project Completion date:</b>	
<b>Project duration:</b>	
<b>Final Project Cost:</b>	

<b>COMPLETION OF ASSIGNMENTS ON TIME (3 POINTS)</b>	
<b>Question:</b>	<b>Answer</b>
Timely submission of all reports and designs when required?	Excellent (3 Points)
	Poor (0 Points)

<b>QUALITY OF ABOVE REPORTS (4 POINTS)</b>	
<b>Question</b>	<b>Answer</b>
What was the quality of the workmanship?	Excellent (4 Points)
	Good (3 Points)
	Fair (2 Points)
	Poor (0 Points)

COMPLETION OF ASSIGNMENTS WITHIN BUDGET (3 POINTS)	
Question	Answer
Did the bidder complete the project within the allocated Budget?	Excellent (3 Points)
	Poor (0 Points)

QUALITY OF END PRODUCT (1 POINT)	
Question	Answer
Was work executed in accordance with the Project Execution Statement and did the final product match the expectations that were created during the Project Initiation Stage?	Excellent (1 Point)
	Poor (0 Points)

TRANSPARENCY AND OPENNESS ON PROGRESS REPORTING (1 POINT)	
PROFESSIONALISM	
Question	Answer
Professional behaviour at all times, towards Client and all Role Players?	Excellent (1 Point)
	Poor (0 Points)

**Additional Remarks/Comments:**


I, the undersigned, hereby certify that the above information is, to the best of my knowledge, correct and a true reflection.

\_\_\_\_\_  
Signature of Deponent

\_\_\_\_\_  
Date of declaration

Initials of Service Provider's Authority: .....

**FORM A: NOMINATED REFERENCES FOR BIDDER - 2****Background information of Nominated Referees**

<b>Referee name:</b>	
<b>Postal address</b>	
<b>Contact number of referee:</b>	
<b>Email address:</b>	
<b>Name of Bidder evaluated:</b>	
<b>Project Name:</b>	
<b>Project Description:</b>	
<b>Project Completion date:</b>	
<b>Project duration:</b>	
<b>Final Project Cost:</b>	

<b>COMPLETION OF ASSIGNMENTS ON TIME (3 POINTS)</b>	
<b>Question:</b>	<b>Answer</b>
Timely submission of all reports and designs when required?	Excellent (3 Points)
	Poor (0 Points)

<b>QUALITY OF ABOVE REPORTS (4 POINTS)</b>	
<b>Question</b>	<b>Answer</b>
What was the quality of the workmanship?	Excellent (4 Points)
	Good (3 Points)
	Fair (2 Points)
	Poor (0 Points)

<b>COMPLETION OF ASSIGNMENTS WITHIN BUDGET</b>		<b>(3 POINTS)</b>
<b>Question</b>	<b>Answer</b>	
Did the bidder complete the project within the allocated Budget?	Excellent (3 Points)	
	Poor (0 Points)	

<b>QUALITY OF END PRODUCT</b>		<b>(1 POINT)</b>
<b>Question</b>	<b>Answer</b>	
Was work executed in accordance with the Project Execution Statement and did the final product match the expectations that were created during the Project Initiation Stage?	Excellent (1 Point)	
	Poor (0 Points)	

<b>TRANSPARENCY AND OPENNESS ON PROGRESS REPORTING</b>		<b>(1 POINT)</b>
<b>PROFESSIONALISM</b>		
<b>Question</b>	<b>Answer</b>	
Professional behaviour at all times, towards Client and all Role Players?	Excellent (1 Point)	
	Poor (0 Points)	

**Additional Remarks/Comments:**


I, the undersigned, hereby certify that the above information is, to the best of my knowledge, correct and a true reflection.

\_\_\_\_\_  
Signature of Deponent

\_\_\_\_\_  
Date of declaration

Initials of Service Provider's Authority: .....

**FORM A: NOMINATED REFERENCES FOR BIDDER - 3****Background information of Nominated Referees**

<b>Referee name:</b>	
<b>Postal address</b>	
<b>Contact number of referee:</b>	
<b>Email address:</b>	
<b>Name of Bidder evaluated:</b>	
<b>Project Name:</b>	
<b>Project Description:</b>	
<b>Project Completion date:</b>	
<b>Project duration:</b>	
<b>Final Project Cost:</b>	

<b>COMPLETION OF ASSIGNMENTS ON TIME (3 POINTS)</b>	
<b>Question:</b>	<b>Answer</b>
Timely submission of all reports and designs when required?	Excellent (3 Points)
	Poor (0 Points)

<b>QUALITY OF ABOVE REPORTS (4 POINTS)</b>	
<b>Question</b>	<b>Answer</b>
What was the quality of the workmanship?	Excellent (4 Points)
	Good (3 Points)
	Fair (2 Points)
	Poor (0 Points)

Initials of Service Provider's Authority: .....

COMPLETION OF ASSIGNMENTS WITHIN BUDGET (3 POINTS)	
Question	Answer
Did the bidder complete the project within the allocated Budget?	Excellent (3 Points)
	Poor (0 Points)

QUALITY OF END PRODUCT (1 POINT)	
Question	Answer
Was work executed in accordance with the Project Execution Statement and did the final product match the expectations that were created during the Project Initiation Stage?	Excellent (1 Point)
	Poor (0 Points)

TRANSPARENCY AND OPENNESS ON PROGRESS REPORTING (1 POINT)	
PROFESSIONALISM	
Question	Answer
Professional behaviour at all times, towards Client and all Role Players?	Excellent (1 Point)
	Poor (0 Points)

**Additional Remarks/Comments:**


I, the undersigned, hereby certify that the above information is, to the best of my knowledge, correct and a true reflection.

\_\_\_\_\_  
Signature of Deponent

\_\_\_\_\_  
Date of declaration

Initials of Service Provider's Authority: .....

**FORM A: NOMINATED REFERENCES FOR BIDDER - 4****Background information of Nominated Referees**

<b>Referee name:</b>	
<b>Postal address</b>	
<b>Contact number of referee:</b>	
<b>Email address:</b>	
<b>Name of Bidder evaluated:</b>	
<b>Project Name:</b>	
<b>Project Description:</b>	
<b>Project Completion date:</b>	
<b>Project duration:</b>	
<b>Final Project Cost:</b>	

<b>COMPLETION OF ASSIGNMENTS ON TIME (3 POINTS)</b>	
<b>Question:</b>	<b>Answer</b>
Timely submission of all reports and designs when required?	Excellent (3 Points)
	Poor (0 Points)

<b>QUALITY OF ABOVE REPORTS (4 POINTS)</b>	
<b>Question</b>	<b>Answer</b>
What was the quality of the workmanship?	Excellent (4 Points)
	Good (3 Points)
	Fair (2 Points)
	Poor (0 Points)

Initials of Service Provider's Authority: .....

COMPLETION OF ASSIGNMENTS WITHIN BUDGET (3 POINTS)	
Question	Answer
Did the bidder complete the project within the allocated Budget?	Excellent (3 Points)
	Poor (0 Points)

QUALITY OF END PRODUCT (1 POINT)	
Question	Answer
Was work executed in accordance with the Project Execution Statement and did the final product match the expectations that were created during the Project Initiation Stage?	Excellent (1 Point)
	Poor (0 Points)

TRANSPARENCY AND OPENNESS ON PROGRESS REPORTING (1 POINT)	
PROFESSIONALISM	
Question	Answer
Professional behaviour at all times, towards Client and all Role Players?	Excellent (1 Point)
	Poor (0 Points)

**Additional Remarks/Comments:**


I, the undersigned, hereby certify that the above information is, to the best of my knowledge, correct and a true reflection.

\_\_\_\_\_  
Signature of Deponent

\_\_\_\_\_  
Date of declaration

Initials of Service Provider's Authority: .....

**FORM A: NOMINATED REFERENCES FOR BIDDER - 5****Background information of Nominated Referees**

<b>Referee name:</b>	
<b>Postal address</b>	
<b>Contact number of referee:</b>	
<b>Email address:</b>	
<b>Name of Bidder evaluated:</b>	
<b>Project Name:</b>	
<b>Project Description:</b>	
<b>Project Completion date:</b>	
<b>Project duration:</b>	
<b>Final Project Cost:</b>	

<b>COMPLETION OF ASSIGNMENTS ON TIME (3 POINTS)</b>	
<b>Question:</b>	<b>Answer</b>
Timely submission of all reports and designs when required?	Excellent (3 Points)
	Poor (0 Points)

<b>QUALITY OF ABOVE REPORTS (4 POINTS)</b>	
<b>Question</b>	<b>Answer</b>
What was the quality of the workmanship?	Excellent (4 Points)
	Good (3 Points)
	Fair (2 Points)
	Poor (0 Points)

Initials of Service Provider's Authority: .....

COMPLETION OF ASSIGNMENTS WITHIN BUDGET (3 POINTS)	
Question	Answer
Did the bidder complete the project within the allocated Budget?	Excellent (3 Points)
	Poor (0 Points)

QUALITY OF END PRODUCT (1 POINT)	
Question	Answer
Was work executed in accordance with the Project Execution Statement and did the final product match the expectations that were created during the Project Initiation Stage?	Excellent (1 Point)
	Poor (0 Points)

TRANSPARENCY AND OPENNESS ON PROGRESS REPORTING (1 POINT)	
PROFESSIONALISM	
Question	Answer
Professional behaviour at all times, towards Client and all Role Players?	Excellent (1 Point)
	Poor (0 Points)

**Additional Remarks/Comments:**


I, the undersigned, hereby certify that the above information is, to the best of my knowledge, correct and a true reflection.

\_\_\_\_\_  
Signature of Deponent

\_\_\_\_\_  
Date of declaration

Initials of Service Provider's Authority: .....

**2. Previous Experience (40 points)****2.1 Experience and Human resources**

Schedule: Experience and Human resources	POINTS
<p>a) Briefly state your company's history. When was your organization established? Describe the products and services that you have offered to date.</p> <p><b>Points:-</b> &gt;5 years Staff and corporate support = 5  &gt;2-5 years Staff and corporate support = 3  &lt;2 years Staff and corporate support = 0</p> <p>b) Schedule of staff available and corporate support.</p> <p>(1) Details of staff experience, qualifications and technical competence, particularly in respect of staff responsible for rendering the service.</p> <p>(2) Details of the bidder's management and reporting structure and processes.</p> <p>(3) Explain in detail your organizational skills and the ability to implement and maintain the proposed solution, i.e. number of trained personnel, skills, certifications etc.</p> <p><b>Points:-</b> &gt;5 years of Staff Experience = 5  &gt;2-5 years of Staff Experience = 3  &lt;2 years of Staff Experience = 0</p>	
<p><b>REFER TO PAGE:</b></p> <p>(1) Briefly – company's history.</p> <p>(2) Schedule of staff available, details of staff experience and competence</p>	

**2.2 Company experience in the field**

Schedule: Company experience	POINTS
<p>a) What differentiates your product and service offering from that of your competitors?</p> <p>b) Explain your quality assurance program with regards to the services offered and how it will be beneficial to Hessequa Municipality's image and client care.</p> <p>c) Vendor Terms and Conditions - Please supply a list of your standard terms and conditions.</p> <p>d) Future Plans: Describe the current and future product / services lifecycle of the solution proposed in this bid (including e-mail).</p> <p>e) Please provide information detailing your user support centre with reference to availability, costs and capabilities.</p> <p><b>Points:-</b> &gt;5 years of Company Experience = 30  &gt;2-4 years of Company Experience = 20  &lt;2 years of Company Experience = 10</p>	
<p><b>REFER TO PAGE:</b></p> <p><b>(1) Briefly – company's Experience</b></p>	

**A bidder that scores less than 70 points out of 100 in respect of "functionality" will be regarded as submitting a non-responsive proposal and will be disqualified.**

The proposal scoring the highest points for price and preference will normally be awarded the contract although the Municipality reserves the right to make an award, at its sole discretion, to any bidders or combination of bidders.

**EVIDENCE OF FUNCTIONALITY MUST BE ATTACHED IN AN ANNEXURE ATTACHED TO THE TENDER DOCUMENT.**

**Failure to provide the information as stated above, may result in no points being awarded to tenderer.**

DECLARATION,

I, THE UNDERSIGNED (NAME) .....  
CERTIFY THAT THE INFORMATION FURNISHED ABOVE IS CORRECT. I ACCEPT THAT THE MUNICIPALITY  
MAY ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

AUTHORISED SIGNATURE: .....

NAME: .....

CAPACITY: .....DATE: .....

Initials of Service Provider's Authority: .....