


TECHNICAL EVALUATION CRITERIA GX FLEET MANAGED MAINTENANCE

A) Qualitative Assessment: Ability to provide a Fleet Managed Maintenance service to Eskom Generation Division, a minimum threshold of 70% to be achieved to be considered technically acceptable.			Scoring
Call Centre agents	The tendering institute must provide proof that their call centre agents have experience in Managed Maintenance Call Centre.		30%
	Attach at least 7 CVs of the call centre agents with traceable references.		
	30%	7 CVs with references submitted	
	20%	4 – 6 CVs with references submitted	
	10%	1 - 3 CVs with references submitted	
	0%	0 CVs with references submitted	
Managed Maintenance Report	Submit proof that the tendering company's Managed Maintenance System can customise over 24 reports.		20%
	Attach sample copies of 24 reports.		
	20%	20 – 24 reports samples	
	15%	15 – 19 reports samples	
	10%	10 – 14 report samples	
	5 %	5- 9 report samples	
	0	0 – 4 report samples	
Systems	Submit proof that the service provider has access to a minimum of 5 (five) OEM catalogues for parts, labour and tyres.		20%
	20%	5 catalogues (on site visit to be conducted for verification)	
	15%	2 to 4 catalogues (on site visit to be conducted for verification)	
	10%	1 to 3 catalogues (on site visit to be conducted for verification)	
	0%	No proof can be verified on site visit	
Call Centre Structure & SLA Agreement	Call Centre Organogram and SLA Agreements: Provide a detailed reporting structure of the call centre: Detailing the chain of command from the call centre agent to the Contract manager level. Indicate the different levels of authentication that an authorisation will need to go through to ensure that fraud is minimised when authorisation is given. Also Attach a sample of an SLA agreement that will be signed between the institute and its merchants to ensure that only high quality of repairs to be carried out on Eskom GX vehicles, and what are the recourse for non-complying merchants.		5%
	5%	Proof of both Organogram and SLA sample	
	2.5%	Proof of either Organogram or SLA sample	
	0%	No proof attached	
Security Measures and Contingency Plan	Security measures and Contingency Plan: Provide proof of all system in place to protect Eskom GX from all known possible fraud and collusion trends, e.g. collusion between Eskom employees and merchant, between merchants and service provider staff. Also Provide a detailed plan on how authorisations will be issued to merchants in case emergency situations,		15%

TECHNICAL EVALUATION CRITERIA GX FLEET MANAGED MAINTENANCE

	e.g., no internet connection, telephone lines out of service, call centre employee not at work due to various reasons.		
	15%	Proof both Security Measures and Detailed contingency plan	
	10%	Proof either Security Measures or Detailed contingency plan	
	0%	No proof attached.	
Fleet Managed Maintenance Experience	Experience: Provide proof that the institution has a Fleet Managed Maintenance Call Centre that can take at least 2500 calls a month and each call is answered with in 120 seconds. Provide audited statistics.		10%
	10%	Proof that Calls Centre that can take at least 2500 calls a month and each call is answered with in 120 seconds (Audited Stats)	
	5%	Proof that Calls Centre that can take at least 2500 calls a month and each call is answered with in 120 seconds (Un-audited Stats)	
	0%	No proof attached or stats not audited.	
	Total		100%

Compiled by: Matsela Mnisi

Signature 

Approved by: Isaac Tshehla

Signature: 