



Guidance notes: Bidders to complete ONLY column G [PROOF OF EVIDENCE REFERENCED (appendix reference or required answer for specific requirements in that row)]

Area	Requirements	Provide Evidence /Supporting Documents and Include as an Appendix to this Annexure and indicate reference hereunder OR Indicate a "Yes" or "No" for acceptance of other requirements in Column I	Weighting (%) out of 100%	Scoring Guide	PROOF OF EVIDENCE REFERENCED (appendix reference or required answer for specific requirements in that row) or Indicate Yes or No for Portal requirements and include the screen shots
1. Bidder's experience	1.1 The Bidder must have a minimum of cumulative three (3) Years experience in using End User Computing Devices (EUCD) specifically laptops and desktops.	The Bidder must provide three (3) customer references confirming cumulative three (3) Years or more experience in leading EUCD. The reference must state the leading of at least minimum of 300 devices (laptops & desktops) cumulatively. This should be submitted on Annexure G - Customer Reference Questionnaire.	20	Fully Complies - Three (3) Annexure G Customer Reference Questionnaires confirming a minimum of a cumulative: three (3) years experience = 20 Partially Complies - 3 references with a cumulative: $\geq 2 < 3$ years experience OR 2 references with a minimum of a cumulative three (3) years experience. = 10 Does not comply - 3 references less than 2 years or less cumulative experience OR 2 references with less than 3 cumulative years of experience OR Only 1 reference = 0	
2. Services	2.1 The bidder must have a minimum of three (3) years cumulative experience in providing maintenance and support for End User Computing Devices (EUCD). The Services would include Level 2 Support (L2 or in-depth technical support) and Level 3 Support (L3 or expert product and service support) for equipment as described in Annexure B.	Provide at least three customer reference on Annexure G - Customer Reference Questionnaire confirming a minimum of three (3) years' experience in providing the support services as specified in 2.1	20	Fully Complies = Customer reference(s) confirming a minimum of three (3) years' cumulative experience in providing end to end L2 and L3 support of End User Computing Devices (EUCD) = 20 Partially Complies = Customer reference(s) with a total experience: $\geq 2 < 3$ years' experience in providing end to end L2 and L3 support of End User Computing Devices (EUCD) = 10 Does not Comply = Customer reference not provided or customer reference confirming experience of less than two (2) years in providing end to end L2 and L3 support of End User Computing Devices (EUCD) = 0	
	2.2 The Bidder must have experience in providing Help and Service Desk support. A demo on a CD of Help and service tool demonstrating the call logging process is required. Failure to provide a demo will result in points not awarded.	Provide at least one customer reference confirming Help and Service Desk Support capability Customer references must be provided in Annexure G - Customer Reference Questionnaire	12	Fully Complies = Customer reference confirming required Help and Service Desk capability of 24 hour operational business customer with relevant scale to cater for growth, first call resolution as well as catch and dispatch services. = 12 Does not Comply = Customer reference not provided or customer reference does not confirm required Help and Service Desk capability of 24 hour operational business customer with relevant scale to cater for growth, first call resolution as well as catch and dispatch services = 0	
3. Portal	3.1 The bidder must provide proof that the portal has functionality including: • Ordering of devices • Order status information – pending, in configuration facility, outstanding, delayed in transit, delivered • Asset's details • Rental Schedules details. A demo on a CD demonstrating the functionality is required. Failure to provide a demo will result in points not awarded	Answer "Yes" or "No" if you are able to provide this requirement or not. Provide this answer in Column G of this row in this Annexure Screen shots of the requirements from the proposed portal should be included	10	Fully Complies = YES answer in Column G of this Annexure in this row with screenshots provided Does not Comply = NO answer in Column G of this Annexure in this row OR YES answer in column G of this Annexure with screenshots not provided	
	3.2 Transnet Engineering requires the bidder's portal to provide all approved EUCD specifications and upgrade options (refer to Annexure B) A demo on a CD demonstrating the functionality is required. Failure to provide a demo will result in points not awarded	Answer "Yes" or "No" if you are able to provide this requirement or not. Provide this answer in Column G of this row in this Annexure Screen shots of the requirements from the proposed portal should be included	12	Fully Complies = YES answer in Column G of this Annexure in this row with screenshots provided = 12 Does not Comply = NO answer in Column G of this Annexure in this row OR YES answer in column G of this Annexure with screenshots not provided = 0	
	3.3 Transnet Engineering requires the portal to provide Knowledge Management such as updates on corrective actions and work arounds, frequently asked questions. A demo on a CD demonstrating the functionality is required. Failure to provide a demo will result in points not awarded	Answer "Yes" or "No" if you are able to provide this requirement or not. Provide this answer in Column G of this row in this Annexure Screen shots of the requirements from the proposed portal should be included	6	Fully Complies = YES answer in Column G of this Annexure in this row with screenshots provided = 6 Does not Comply = NO answer in Column G of this Annexure in this row OR YES answer in column G of this Annexure with screenshots not provided = 0	
	3.4 Transnet Engineering requires the reporting from the portal which includes: • Financials – Invoices Issued, Invoices outstanding, Invoices paid • Monthly meeting pack including SLAs • Minutes of all meetings. A demo on a CD demonstrating the functionality is required. Failure to provide a demo will result in points not awarded	Answer "Yes" or "No" if you are able to provide this requirement or not. Provide this answer in Column G of this row in this Annexure Screen shots of the requirements from the proposed portal should be included	20	Fully Complies = YES answer in Column G of this Annexure in this row with screenshots provided = 20 Does not Comply = NO answer in Column G of this Annexure in this row OR YES answer in column G of this Annexure with screenshots not provided = 0	
TOTAL SCORE			(100)		