

ANNEXURE B: TECHNICAL EVALUATION CRITERIA

THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE OFF-SITE DOCUMENT STORAGE SERVICES OVER A PERIOD OF FIVE (5) YEARS

1. EVALUATION CRITERIA

1.1. Phase 1: Mandatory Requirements

At this phase, bidder's responses will be evaluated according to the below mandatory requirements/ criteria. Failure to comply with any of these requirements will result in disqualification from further evaluation.

| No. | Mandatory requirements | Compliant | Not compliant |
|-------------------------|--|-----------|---------------|
| 1.1.1 | The Bidder must submit a valid COIDA (certificate) letter of goods standing. | | |
| Substantiate / Comments | | | |

1.2. Phase 2: Technical Evaluation

At this phase, bidder's proposals will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is **70%**. It must be noted that if the Bidder does not meet the **70%** minimum threshold, the bidder will be disqualified and not be evaluated further.

1.2.1 Bidder's Experience

Bidder must have experience in providing document storage, indexing, web-based support, etc.

The bidder must submit signed reference letters on client's letter head and including contactable details.

The reference letter must indicate date of issue and must be for relevant/related work done (document storage services) in the past 10 years.

Note: the following scoring matrix will be used to evaluate these criteria:

| Evaluation Criteria | Document as Evidence | Score | Weighting % |
|---|---|-------|-------------|
| Bidder provided 5 relevant reference letters | Signed Reference Letters on client's letterhead | 5 | 15% |
| Bidder provided 4 relevant reference letters. | | 4 | |
| Bidder provided 3 relevant reference letters | | 3 | |
| Bidder provided 2 relevant reference letters | | 2 | |
| Bidder provided 1 relevant reference letter | | 1 | |

| | | | |
|--|---|---|--|
| No relevant reference letters provided | clearly indicating similar services were executed by the bidder | 0 | |
|--|---|---|--|

1.2.2 Experience of the Proposed Key account manager/Project lead

The bidder must indicate who their project lead resource who will be assigned to CEF account is. The team's organogram must clearly detail the proposed team and function of each team member.

- a) The project lead must have at least five years practical experience in document archives or records management or information field.
- b) The project lead must possess a minimum of a National diploma in Archives / Records Management / Information Management field or equivalent business administration qualification. Copies of certified qualifications must be attached to the proposal as proof.

Note: the following scoring matrix will be used to evaluate these criteria:

| Evaluation Criteria | Document as Evidence | Score | Weighting % |
|--|---|--------------|--------------------|
| Project lead has the minimum qualification and more than 10 years working experience | Organogram with functions and full CV of the team lead including their certified qualifications | 5 | 10% |
| Project lead has the minimum qualification and more than 5 years but less than 10 years' working experience | | 4 | |
| Project lead has the minimum qualification and more than 4 up to 5 years' experience | | 3 | |
| Project lead has the minimum qualification and 3-4 years' working experience | | 2 | |
| Project lead has the minimum qualification and more than 1 year but less than 3 years working experience | | 1 | |
| Project lead has the minimum qualification but no completed year of experience/Irrelevant working experience | | 0 | |

1.2.3 Experience of the support staff

The bidder must submit the team's organogram which clearly details the proposed support staff and functions of each team member.

- a) Project team must have at least an average of five years practical experience in supporting document storage services/projects.

Note: the following scoring matrix will be used to evaluate these criteria:

| Evaluation Criteria | Document as Evidence | Score | Weighting % |
|---|---|--------------|--------------------|
| The support team has an average of more than 10 years | Organogram with functions and full CVs of all support staff | 5 | 10% |
| The support team has an average of more than 5 years but less than 10 years' working experience | | 4 | |
| The support team has an average of 5 years' working experience | | 3 | |
| The support team has an average >3 but less than 5 years' working experience | | 2 | |
| The support team has an average >= 1 year but less than 3 years' working experience | | 1 | |
| The support team has no completed year of experience | | 0 | |

1.2.4 Storage Facility – Location

The bidder must have a storage facility that is easily accessible and within reach of CEF Sandton offices.

The bidder must provide in their proposal details of their proposed storage location: i.e. physical address

Note: the following scoring matrix will be used to evaluate these criteria:

| Evaluation Criteria | Document as Evidence | Score | Weighting % |
|---|-----------------------------------|--------------|--------------------|
| Bidders' storage address is less than 5 kilometres from CEF offices | Document storage location address | 5 | 10% |
| Bidders' storage address is >5 but less than 15 kilometres from CEF | | 4 | |
| Bidders' storage address is 15 kilometres from CEF | | 3 | |
| Bidders' storage address is >15 kilometres but less than 25 kilometres from CEF | | 2 | |
| Bidders' storage address is 25 kilometres and less than 50 kilometres from CEF | | 1 | |
| Bidders' storage address is 50 kilometres and more from CEF | | 0 | |

1.2.5 Storage Facility – Security

The bidder must provide a detailed Security Plan for their storage facility. CEF reserves the right to request assessment of the facility by a relevant body

The plan must detail the following:

- a) How secure the facility is, and how access can be gained to site.
- b) How the Protected the outer perimeters are?
- c) Details of any surveillance monitoring,
- d) Any protection against intrusion and any fire detection to comply with MISS.
- e) Any 24/7 security guarding services controlling access in terms of Control of Access to Public Premises and Vehicles Act, (Act 53 of 1993).

Note: the following scoring matrix will be used to evaluate these criteria:

| Evaluation Criteria | Document as Evidence | Score | Weighting % |
|---|----------------------|-------|-------------|
| Security plan detailing five or more than the required elements | Security Plan | 5 | 15% |
| Security plan detailing four of the required elements | | 4 | |
| Security plan detailing three of the required elements | | 3 | |
| Security plan detailing two of the required elements | | 2 | |
| Security plan detailing one of the required elements | | 1 | |
| Security plan without the required elements | | 0 | |

1.2.6 Storage Facility – Safety

An Off-site storage facility should comply with relevant ISO or Occupational Health and Safety (OHS) standards. A copy of a detailed OHS Plan must be attached to the proposal as proof. CEF reserves the right to request auditing /assessment of the facility by a relevant body. The submission must comply with the following requirements for the project:

- a) Terminology and scope
- b) Context of the organisation.
- c) Leadership and worker participation
- d) Planning for the OHS system
- e) Support structure
- f) OHS operations
- g) Performance evaluation

Note: the following scoring matrix will be used to evaluate these criteria:

| Evaluation Criteria | Document as Evidence | Score | Weighting % |
|--|---|-------|-------------|
| Bidders' proposal details OHS Plan detailing more than required elements | Relevant ISO or Occupational Health and Safety Plan | 5 | 10% |
| Bidders' proposal details Four of the OHS Plan without required elements | | 4 | |
| Bidders' proposal details Three OHS Plan detailing required elements | | 3 | |

| | | | |
|---|--|---|--|
| Bidders' proposal details Two of the OHS Plan partially detailing required elements | | 2 | |
| Bidders' proposal details One of the OHS Plan without required elements | | 1 | |
| Bidders' proposal details the OHS Plan without required elements | | 0 | |

1.2.7 Proposed Work Plan

Bidder must submit a comprehensive Commencement Work Plan which details the following:

Work plan indicating take-on of existing files

- a) Work plan clearly indicates take on of existing documents from existing service provider.
- b) Work plan indicating estimated scope, schedule, major milestones, cost, resources, change management, and logic to reach works completion.
- c) Work plan contains information on execution integration and risk mitigation.
- d) Work plan indicates access control onsite, and web based.
- e) Workplan indicates physical security and its grading.

Note that the following scoring matrix will be used to evaluate these criteria:

| Evaluation Criteria | Document as Evidence | Score | Weighting % |
|--|---|--------------|--------------------|
| Detailed project plan with project deliverables and detailed logistics plan, milestones, scope, schedule, cost, resources & change management plan, risk mitigation plan, access control, web access controls, security. | Detailed methodology with take on program, resource allocation, risk mitigation, access control, and security | 5 | 15% |
| Detailed project plan with project deliverables logistical plan, milestones, scope, schedule, cost & resources | | 4 | |
| Project plan with project deliverables inadequate logistical plan, milestones, scope, schedule, cost & resources | | 3 | |
| Inadequate Project Plan and logistical plan and with project deliverables, milestones, scope, schedule, cost & resources | | 2 | |
| Inadequate Project Plan and logistical plan and with project deliverables, milestones, scope, and schedule | | 1 | |
| No Project and logistical plan | | 0 | |

1.2.8 Retrieval of information

Bidder must submit a comprehensive retrieval of information process which details the following:

- a) Logging of new request process and format.
- b) Time to be taken to locate the document.
- c) Written and verbal response time to be provided to CEF.
- d) Delivery time from date of request of required documents.
- e) Reporting process of all transactions submitted and maintained for CEF.

Note that the following scoring matrix will be used to evaluate these criteria:

| Evaluation Criteria | Document as Evidence | Score | Weighting % |
|---|---|-------|-------------|
| Detailed comprehensive retrieval of information process satisfying all components | Detailed retrieval of information process | 5 | 15% |
| Retrieval of information process that only satisfy 4 of the above requirements | | 4 | |
| Retrieval of information process that only satisfy 3 of the above requirements | | 3 | |
| Retrieval of information process that only satisfy 2 of the above requirements | | 2 | |
| Retrieval of information process that only satisfy 1 of the above requirements | | 1 | |
| No retrieval of information process | | 0 | |

Note: Bidders who fail to meet the minimum functionality threshold of 70% will be eliminated and not be evaluated further (i.e., Evaluation on price and specific goals)

1.3. PHASE 2: Evaluation on Price and Specific Goals

All bids that met both phase 1 and phase 2 will be evaluated further on commercial based on the below preference point system.

CEF (SOC) Ltd will utilise the following formula in its evaluation of Price offers:

[Weighted score 80 points]

$$PS = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where:

Ps = Score for the Tender under consideration

Pt = Price of Tender under consideration

Pmin = Price of lowest acceptable Tender

Preference points/specific goals criteria

[Weighted score 20 points]

Specific goals / Preference Points Claim

| Evaluation Criteria | Final Weighted Scores |
|---------------------|-----------------------|
| Price | 80 |
| Specific goals | 20 |
| TOTAL SCORE: | 100 |

A maximum of 20 points will be awarded to a tenderer for specific goals specified for the tender/RFQ as follows:

| Specific goals | Points |
|---|--------|
| Historically disadvantaged individual (HDI) | |
| Enterprises with ownership of 51% or more by person/s who are black | 10 |

| | |
|--|-----------|
| Enterprises with ownership of 51% or more by person/s who are women | 5 |
| Enterprises with ownership of 51% or more by person/s who are youth | 3 |
| Enterprise with ownership of 10% or more by person/s with disability | 2 |
| Total | 20 |

Tenders must submit their B_BBEE certificate issued by an authorized body or person or a B-BBEE sworn affidavit to claim preference points.

- The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.
- The contract must be awarded to the tenderer scoring the highest points.
- If two or more tenders score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for specific goals, and if two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots.