Description: <u>THE SUPPORT AND MAINTENANCE OF HP HARDWARE FOR A PERIOD OF 3 YEARS</u>

Enquiry Number: FS062

ITEM	TECHNICAL EVALUATION CRITERIA		WEIGHTED				
	Description	**Compulsory Documents**	**Sub Category**	**Weights (W)**	**Actual (A)**	**Max (M)**	**Results (R) (A/M*W)**
1	Support of assets as per Asset List in NEC	Letter confriming Proof / Confirmation of support Will be measured pro rata according to the amount of assets that can be supported		18%		18%	0%
2	Accreditation with HPE	Proof of certificate of accreditation and/or Agreement with HPE to provide the relevant services		40%		40%	0%
3	Dashboards/Reports	Documents indicating what Dashboards/Reports that will be provided with regard to the support provided to be able to determine the effectiveness of the support. * Frequency (at least Bi-Monthly) * Incident Detail - No of Incidents - Time to resolve Incidents - Time Spent on Each incident * Firmware Updates (Completed and Recommended)	5% 5% 5%	15%		15%	0%
4	Periodic Maintenance	Detailed documentation of the periodic maintenance that will be performed * List of Equipment (% Total Equip) * Frequency (at least Bi Annually)	6% 6%	12%		12%	0%
5	Incident & Relationship Management	Provide documetation that will be used for the description of the Incident and Relationship Management that will be provided * Periodic Discussions/Meetings - Support Effectiveness (for the current period) - Incident Tracking * Major Incident Analysis - Immediately after Incident - Cause of incident - Recommendations for prevention of similar incidents * Recommendations - Improvement - Proactive Recommendations to improve overall performance - Resolution times achieved	5% 5% 5%	15%		15%	0%
	Subsection = sum of Results			*100%*	*0%*	*100%*	*0%*

Tenderers are required to achieve a minimum pass mark of 80% in order to qualify