

Title: **TELECOMMUNICATIONS
ENVIRONMENTAL ALARMS
SYSTEM TECHNICAL
EVALUATION CRITERIA**

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Date: 19.01.2024

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Date: 19 January 2024

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Date: 23/01/2024

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1. Introduction

This document covers the technical evaluation criteria for the Telecommunications Environmental Alarms System enquiry.

2. Supporting clauses

2.1 Scope

The document contains the technical evaluation criteria required for evaluating the tender submissions of the Telecommunications Environmental Alarms System enquiry. The criteria consists of the mandatory technical requirements, qualitative evaluation criteria, and product risk evaluation criteria for the enquiry.

2.1.1 Purpose

This document sets out the technical evaluation criteria to be used for evaluating submissions for the Telecommunications Environmental Alarms System enquiry.

2.1.2 Applicability

This document shall apply throughout the Telecommunications Environmental Alarms System enquiry, submissions, evaluations and selection processes in Eskom Telecommunications, which is a business unit of Eskom Holdings Limited.

2.2 Normative/informative references

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

2.2.1 Normative

- [1] 240-88011210 Telecommunications Environmental Alarms System Specification
- [2] 240-135089195 Generic Technical Requirements for Eskom Telecommunications Contracts
- [3] 240-86458714 Generic Requirements Specification for a Telecommunications Network Management Solution
- [4] 240-60725641 Specification for standard (19 inch) equipment cabinets
- [5] 240-55410927 Eskom Cybersecurity Standard for Operational Technology
- [6] 240-79669677 Demilitarized Zone Designs for Operational Technology
- [7] 32-214 Remote Access Procedure
- [8] 240-132190480 Telecommunications Equipment Installation Standard

2.2.2 Informative

- [9] ISO 9001 Quality Management Systems.
- [10] 240-48929482 Tender Engineering Evaluation Procedure.

2.3 Definitions

2.3.1 General

Definition	Description
Enquiry	A collective and generic term for requests for information, expressions of interest, request for quotations, invitations to tender or requests, proposals made to the supplier, group of suppliers or market at large.
Submission	The tender in accordance with the requirements of the enquiry.
Technical evaluator	Technical experts nominated by the end-user and divisional technical functionaries with the necessary technical expertise.
Tender	A tender refers to a written competitive offer, quotation, and/or proposal made by the supplier in a prescribed or stipulated form in response to an invitation to tender/competitive enquiry for provision of assets/goods or services and or the disposal thereof.

2.3.2 Disclosure classification

Controlled disclosure: controlled disclosure to external parties (either enforced by law, or discretionary).

2.4 Abbreviations

Abbreviation	Description
CFT	Cross Functional Team
CoE	Centre of Excellence
DES	Desktop Evaluation Score
OEM	Original Equipment Manufacturer
PRES	Product Risk Evaluation Score
TER	Technical Evaluation Report
TES	Technical Evaluation Score
TET	Technical Evaluation Team

2.5 Roles and responsibilities

- 1) Procurement: Enquiry Process Owner
- 2) Technical Evaluation Team (TET) Member: The delegated engineers/technical specialists who are responsible to review and evaluate technical aspects of the tender documentation as per the Tender Technical Evaluation Strategy.

2.6 Process for monitoring

Not applicable.

2.7 Related/supporting documents

Not applicable.

3. Technical Evaluation

Evaluations are performed to assess a supplier's capability to enter into a contract with Eskom. This report and any actions that are listed or recommended as a result of the assessments are by no means a confirmation or guarantee that any contract will be entered into with Eskom.

Any actions undertaken by a supplier, as a consequence of this report, are for the supplier's account. Any liability for the said actions undertaken by the supplier is not transferrable to Eskom, in any way.

The evaluation team has no authority or responsibility in the decision taken by Eskom with respect to contracting for a product, solution or service.

Any statements, intentions, and/or actions expressed by the evaluation team during and after the assessment shall not be interpreted as the awarding of a contract and does not constitute any liability to Eskom with regard to contract placement or post-contract performance guarantees.

4. Technical Evaluation Guideline

A technical evaluation team (TET) will be constituted by members of the cross functional team (CFT). Each submission will be independently assessed by at least three (3) members of the TET. Where there are inconsistencies between the independent TET members scores, the reconciliation of those scores will be through the process outlined in section 3.4.2.3 of document 240-48929482 Tender Engineering Evaluation Procedure.

The following outlines the process that will be applied to assess submissions.

- **STEP 1:** TET to assess the technical tender returnable for completeness as per section 5.
- **STEP 2:** If the technical submission is not complete, then it should be noted as such. Proceed to STEP 3.
- **STEP 3:** TET to assess the submission qualitatively using the Qualitative Evaluation Criteria as per Section 6. Each individual member of the TET shall evaluate the submission.
- **STEP 4:** Consolidation of the individual TET member scores to come to a single Desktop Evaluation Score (DES) per submission. If the DES is less than 70%, then it should be noted as such and cannot be evaluated any further.
- **STEP 5 (Optional):** TET to assess the submission qualitatively using the Product Risk Evaluation Criteria as per Section 7. Each individual member of the TET shall evaluate the product during site visit/demonstration.
- **STEP 6 (Optional):** Consolidation of the individual TET member scores to come to a single Product Risk Evaluation Score (PRES) per submission.
- **STEP 7:** The final Technical Evaluation Score (TES) is the average of the DES and the PRES per submission. Where no PRES is required, the TES will be the final score of the DES.
- **STEP 8:** Technical Evaluation Report will recommend submissions with a TES of 70% or more.

5. Submission of Tender Returnable

The technical evaluation team (TET) will go through the returned submissions. The first level of evaluation will be to ensure that the following completed Schedule/Acknowledgements of Compliance are submitted:

- 1) Supplier equipment tender declaration form (Annexure A of this document).
- 2) Letter of accreditation from Original Equipment Manufacturer (OEM) as per Table 1.
- 3) Technical solution proposal as per Table 3.
- 4) Product roadmap proposal as per Table 3.
- 5) Network management solution proposal as per Table 3.

- 6) Support, maintenance, and training proposal as per Table 3.
- 7) A written acknowledgement of compliance with the following documents below. Any clauses the tenderer fails to comply with shall be clearly stated in the "Schedule of Deviations and Exclusions".
- 240-60725641 Specification for standard (19 inch) Equipment Cabinets
 - 240-55410927 Eskom Cybersecurity Standard for Operational Technology
 - 32-214 Remote Access Procedure
 - 240-79669677 Demilitarized Zone Designs for Operational Technology
 - 240-132190480 Telecommunications Equipment Installation Standard

6. Qualitative Evaluation Criteria

Qualitative Evaluation Criteria are weighted evaluation criteria used to identify the highest technically ranked tenderer after all the Mandatory Evaluation Criteria have been met. The Qualitative Evaluation Criteria are weighted to reflect the relevant importance of each criterion.

The detailed evaluation scoring template is described in Table 1. Each of the clauses in those annexures will be scored according to Table 1. The weighting for the scoring is defined in Table 2. The QES will be the score obtain from Table 2.

Each TET members shall provide a scoring form detailing all allocated scores for each evaluated criteria for each tenderer. The individual TET member scores are combined to a single DES per submission.

Table 1: Qualitative Scoring Definition

Score	(%)	Definition
5	100	COMPLIANT <ul style="list-style-type: none"> Meet technical requirement(s) AND; No foreseen technical risk(s) in meeting technical requirements
4	80	COMPLIANT WITH ASSOCIATED QUALIFICATIONS Meet technical requirement(s) with; <ul style="list-style-type: none"> Acceptable technical risk(s) AND/OR; Acceptable exceptions AND/OR; Acceptable conditions
2	40	NON-COMPLIANT <ul style="list-style-type: none"> Does not meet technical requirement(s) AND/OR; Unacceptable technical risk(s) AND/OR; Unacceptable exceptions AND/OR; Unacceptable conditions.
0	0	TOTALLY DEFICIENT OR NON-RESPONSIVE

Table 2: Section Weighting for Specification

Item	Criteria	Weight %	Actual Score %	Reference specification
1	Technical solution proposal	60%		240-88011210 Telecommunications Environmental Alarms (EAS) Specification

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Item	Criteria	Weight %	Actual Score %	Reference specification
2	Product roadmap	5%		240-135089195 Generic Technical requirements for Telecoms Contracts, 3.2.7.
3	Network management solution proposal	20%		240-86458714 Generic Requirements Specification for a Telecommunications Network Management Solution
4	Support, maintenance, and training proposal	15%		240-135089195 Generic Technical requirements for Telecoms Contracts (Excluding 3.2.7)
	Total	100 %		Threshold is 70%

7. Product Risk Evaluation Criteria

Only the suppliers that scored a DES of 70% or higher can be engaged with for this stage. This stage of the evaluation allows clarification on any risks that may have been identified in the qualitative evaluation.

Eskom reserves the right not to perform factory or practical evaluations for bidders whose product(s) had passed technical evaluation in the immediate previous enquiry or are currently supplying the products. Such equipment will automatically be recommended for further commercial evaluation. For Eskom to make this assessment, all suppliers are required to complete the supplier equipment tender declaration form in Annexure A and attach all the necessary supporting documents.

Tenderers shall be advised of their qualification for the visit, and on the exact date of the visit within two weeks prior to the demonstration. A questionnaire based on the risks identified during the qualitative evaluation will be submitted to tenderers during this phase of the evaluation.

This evaluation may be in the form of a site visit to the supplier's designated site, or that of one of their customers, or at an Eskom site (where possible). There will be no factory evaluation in this enquiry.

During the demonstration, the tenderer will be required to demonstrate functionality and allow the TET to use their proprietary tools. The tenderer shall also supply all equipment (including simulators) to successfully complete the demonstration items required. Eskom shall not supply any equipment. In addition to the demonstration items, tenderers have the option to include a supplementary presentation on their proposed solution. The presentation shall not exceed 20 minutes.

The detailed evaluation scoring table is described in Table 3. The final PRES per submission will be the average of the individual PRESs.

Table 3: Product Risk Evaluation Scoring Definition

Score	(%)	Definition
5	100	CAPABILITY DEMONSTRATED <ul style="list-style-type: none"> All technical risks raised at desktop evaluation were clarified and resolved AND; No foreseen technical risk(s) in meeting technical requirements
4	80	CAPABILITY DEMONSTRATED WITH ASSOCIATED QUALIFICATIONS <ul style="list-style-type: none"> Technical risks raised during desktop evaluation were clarified but not all were resolved AND;

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Score	(%)	Definition
		<ul style="list-style-type: none"> Acceptable technical risk(s) AND/OR; Acceptable exceptions AND/OR; Acceptable conditions
2	40	CAPABILITY NOT DEMONSTRATED <ul style="list-style-type: none"> Technical risks raised during desktop evaluation were clarified AND; Unacceptable technical risk(s) AND/OR; Unacceptable exceptions AND/OR; Unacceptable conditions.
0	0	TOTALLY DEFICIENT OR NON-RESPONSIVE

8. Final Scores and Ranking

Technical Evaluation Score (TES) = Average (DES, PRES).

If no product risk evaluation was completed, then the TES = DES.

Submissions that obtain a final TES of 70% or higher will be recommended for further commercial evaluation.

9. Authorization

This document has been seen and accepted by:

Name and surname	Designation
Judith Malinga	PTM&C Engineering Senior Manager
Cornelius Naidoo	Manager Telecoms and Physical Security T&S

10. Revisions

Date	Rev	Compiler	Remarks
Jan 2024	2	P Ndlovu	First revision
Feb 2019	1	M. Taljaard	New Document

11. Development team

The following people were involved in the development of this document:

- Matthew Taljaard
- Bongani Shezi
- Phelokazi Ndlovu

12. Acknowledgements

Not applicable.

Annex A – Supplier Equipment Tendered Declaration Form

Eskom reserves the right not to perform factory or practical evaluations for bidders whose product(s) had passed technical evaluation in the immediate previous enquiry or are currently supplying the products. Such equipment will automatically be recommended for further commercial evaluation. For Eskom to make this assessment, all suppliers are required to complete the declaration form below and attach all the necessary supporting documents. There will be no factory evaluation in this enquiry, functionality tests will be done at Eskom.

Number	Question	Supplier commitment	Supplier general comments
1	Is all the offered equipment already implemented/installed in Eskom?		
2	Are the implemented/installed equipment the same as the offered equipment for this enquiry?		
2.1	If yes, provide a list of project names		
2.2	Approximately how many units are installed in Eskom?		
3	Was the offered equipment tested as part of the Eskom prequalification process? If yes, provide the Eskom Contract number and the year of testing.		
3.1	Were there any changes after testing the equipment?		
3.2	List the hardware changes after testing and the impact		
3.3	List the software changes after testing and the impact		
4	Are there any specific tests (routine and type) that you think you will not be compliant with, please list those test cases?		
5	Do you foresee any operational/functional risk(s) with signing a contract with Eskom before testing?		
6	Do you confirm that you will be able to supply and support the tendered equipment for the duration of the contract?		
Supplier name	Supplier representative	Supplier signature	
Division (if applicable)	Designation	Date	

Annex B – Compliance Schedules A & B for 240-88011210 Telecommunications Environmental Alarms (EAS) Specification

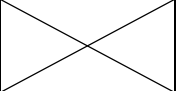
Name of Evaluator : _____

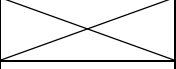
Date: : _____

Supplier : _____

COMPLIANCE LIST						
SCHEDULES A&B FOR 240-88011210 Telecommunications Environmental Alarms (EAS) Specification						
Numbering	Description	Schedule A (Eskom's compliance statement)	Schedule B (Supplier's compliance statement)	Reference (page X of file Y, section Z)	Score	comments
3	REQUIREMENTS					
3.1.1	Architectural Description					
3.1.2	General Requirements	Comply				
3.2	Environmental Alarms System Requirements Specification					
3.2.1	Architectural requirements	Comply				
3.2.2	Availability requirements					
3.2.2.1	Redundancy	Comply				
3.2.2.2	Communication requirements	Comply				
3.2.2.3	Management interface requirements	Comply				

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3.2.2.3.c	Details shall be provided on whether the local interface can be connected to the RTU at the same time as remote management, and which one would take precedence in such cases	Comply. Provide Evidence				
3.2.2.3.d	The RTU and FEP shall support out of band management, supplier to state bandwidth and/or latency requirements to enable this.	Comply. Provide Evidence				
3.2.2.4	Interface requirements	Comply				
3.2.3	Protocol requirements	Comply				
3.2.4	Control and monitoring logic					
3.2.4.1	General requirements	Comply				
3.2.4.2	Monitoring general requirements	Comply				
3.2.4.3	Monitoring requirements	Comply				
3.2.4.4	Time synchronisation – RTU clock accuracy	Comply				
3.2.5	Local craft terminal (configuration software)	Comply				

3.2.5.a	The EAS shall be supplied with PC-based configuration software that shall be compatible with a Microsoft Windows 10, 64-bit operating system (compatibility to any other operating systems shall also be stated). Web-based craft terminal application is also acceptable.	Comply. Provide Evidence				
3.2.5.d	Minimum computer hardware requirements of the software shall be stated in detail.	Comply. Provide Evidence				
3.2.6	Modules					
3.2.6.1	General requirements	Comply				
3.2.6.2	Outputs requirements	Comply				
3.2.6.2.g	Control output modules that support pulse-width functionality shall offer the option to prohibit the simultaneous operation of pulsed output relays on a per module basis. The Supplier shall state all related configuration parameters.	Comply. Provide Evidence				
3.2.6.3	Inputs required	Comply				
3.2.6.4	Mixed input/output modules	Comply				
3.3	Power Requirements	Comply				

3.4	Voltage withstand and insulation resistance	Comply				
3.5	Environmental requirements	Comply				

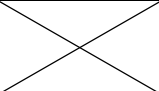
Annex C — Compliance Schedules A & B for 240-135089195 Generic Technical requirements for Telecoms Contracts

Name of Evaluator: _____

Date: _____

Supplier: _____

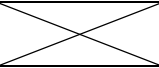
COMPLIANCE LIST						
SCHEDULES A&B FOR 240-135089195 Generic Technical requirements for Telecoms Contracts						
Numbering	Description	Schedule A (Eskom's compliance statement)	Schedule B (supplier's compliance statement)	Reference (Page X of file Y, section Z)	Score	comments
3	Enquiry and After Sales Support					
3.1	Supplier's Profile					
3.1.1	Accreditation	Comply. Provide evidence				
3.1.2	Experience and Expertise	Comply. Provide Evidence				
3.1.3	Supplier's Obligation	Comply				
3.1.3.8	The supplier shall provide a data handling procedure. The procedure shall at minimum address how the supplier manages sensitive data, and how Eskom's sensitive data and documentation will be securely handled in transit, in storage and how it will be disposed of when no longer required. Indicate compliance to POPI Act and related regulations.	Comply. Provide Evidence				

3.1.3.9	The supplier shall provide a data sanitisation procedure. The procedure shall at minimum address how the supplier sanitises faulty equipment and/or modules before disposal or redeployment.	Comply. Provide Evidence				
3.2	Product Design and Engineering					
3.2.1	Project Scope of Work	Comply				
3.2.2	Design Artefacts	Comply				
3.2.2.1	The solution shall be accompanied by a High Level Design (HLD). An HLD comprises of document(s) detailing the overall architecture, solutions/systems configuration/layout and equipment and/or software selected. Data Communications Network (DCN) design choices. This should include information on design options, costing, constructability, procure-ability, operability, sustainability, reliability, availability, inspect-ability, test-ability, expandability, decommission-ability and all other risks considered prior to arriving at the recommended option.	Comply. Provide Evidence				

3.2.2.2	A Low Level Design (LLD) comprises of document(s) detailing the selected equipment, interfaces, modules, ports, software, firmware, operating systems, and applications for the solution. Network addressing plan, licensing and configuration templates. This also includes information on Bill of Materials (BOM) and/or Quantities (BoQ). A DCN design where applicable, forms part of this documentation set. The supplier shall provide the template(s) for the LLD for evaluation purposes.	Comply. Provide Evidence				
3.2.2.4	A Network Implementation Plan (NIP) comprises of document(s) detailing the installation and commissioning activities, site survey forms, staging plans, Installation Test Plans (ITPs) and knowledge transfer plans (operator, administrator and technician), training plans (planner, operator, administrator and technician), and cutover plans. The supplier shall provide the template(s) for the NIP for evaluation purposes.	Comply. Provide Evidence				
3.2.2.6	A Network Ready for Use (NRFU) comprises of document(s) detailing the Acceptance Test Plans (ATPs), commissioning, and change management plans, operator readiness plans, maintenance, administration, disaster recovery plans and procedures. The supplier shall provide the template(s) for the NRFU for evaluation purposes.	Comply. Provide Evidence				

3.2.3	Design Assurance	Comply				
3.2.3.4	The supplier shall be OEM accredited to offer the solution (letter from OEM shall be provided as proof of accreditation).	Comply. Provide Evidence				
3.2.3.5	The supplier shall be OEM accredited to offer the design and planning services on the offered solution (letter from OEM shall be provided as proof of accreditation).	Comply. Provide Evidence				
3.2.3.6	Supplier shall provide case studies demonstrating use of offered solution. The case studies should be clear on the level of skills and expertise the supplier has with delivery of similar solutions (i.e., design, planning, installation, commissioning, SHEQ, and project management).	Comply. Provide Evidence				
3.2.4	Design Engineering	Comply				
3.2.4.2	For functional demonstrations, the supplier shall submit a detailed ATP which describes how the Supplier intends to demonstrate the required functionality. Eskom reserves the right to add or remove tests on the ATP. The ATP is applicable for equipment (hardware), software, and management systems	Comply. Provide Evidence				
3.2.4.4	During the contract phase, the supplier shall produce a FAT Procedure for all the supplied equipment.					
3.2.5	Application	Comply				
3.2.6	Product Overview					

3.2.7	Equipment and Product Profile	Comply. Provide Evidence				
3.2.7.7	All product(s) submitted in the enquiry must be available for purchase throughout the contract duration. Where the product(s) are phased out by the OEM during the contract period, the supplier shall ensure continuity of supply of these product(s) to Eskom, for at least the duration of the contract	Comply				
3.2.7.8	The supplier must be able to provide support for the product(s) in the enquiry for a minimum period of 10 years from the date of the contract being awarded. Where the product(s) are phased out by the OEM during the contract period, the supplier shall ensure continuity of support of these product(s) to Eskom, for the minimum period of 10 years from the date of the contract being awarded.	Comply				
3.2.7.9	The supplier may suggest industry standard, economic and environmentally friendly solutions if the proposed solution replaces obsolete or older equipment, more so when the older equipment was offered by the same supplier. Eskom is not obligated to implement the suppliers' suggestions	Comply				

3.2.7.10	The supplier shall not include Eskom in issues/problems that arise from their own problems related to the proposed solution. The supplier may however inform Eskom of the problems and challenges faced	Comply				
3.2.7.11	The supplier shall provide Eskom with a description of any additional functionality above the technical requirements the product is capable of providing. These may be accessible through minor modifications or software updates/upgrades/etc.	Comply				
3.3	Supply and Delivery	Comply				
3.3.1.1	The supplier is required to provide a certificate of conformance for each item to be supplied and/or delivered (serial number should be used for traceability). Where batch testing was done the serial number of the item to be supplied and/or delivered must be traceable to the batch tested.	Comply. Provide Evidence				
3.4	Installation and Commissioning	Comply				
3.4.1.4	The supplier is required to provide a set of installation and commissioning manuals/procedures	Comply. Provide Evidence				
3.5	Network Support Services					
3.5.1	Prelude	Comply				

3.5.1.6	The supplier shall provide Eskom with an escalation procedure/process to be invoked when an issue is not being resolved according to the service response times stated in 3.5.2	Comply. Provide Evidence				
3.5.2	Service Level Requirements	Comply				
3.5.3	Major Upgrades Support Requirements	Comply				
3.5.4	Ad hoc Support Requirements	Comply				
3.5.5	Hardware	Comply				
3.5.6	Software	Comply				
3.5.7	Warranty	Comply				
3.5.7.1	The supplier shall indicate the duration (in months) of the OEM warranty for each product offering	Comply. Provide Evidence				
3.5.8	Spares	Comply. Provide Evidence				
3.5.8.4	The supplier shall provide any repairs and the return thereof, of any previously unused spares on Eskom's premises that have become faulty and were never used, even though the spare(s) are no longer covered by the OEM warranty.	Comply				
3.5.8.6	The supplier should ensure that there are spares distribution centres available across the whole country	Comply				
3.6	Equipment for Evaluation	Comply				

3.6.1.3	The supplier must have a baseline of factory acceptance tests that will be able to demonstrate the requirements in the specification. Other tests may be added to the baseline at the discretion of Eskom.					
3.6.1.5	All factory tests must be provided for the equipment to be evaluated.					
3.6.1.10	Eskom reserves the right to at any time, during working hours, visit the factory to view the factory acceptance tests being performed prior equipment rollout.					
3.6.1.11	During factory visits, Eskom will inspect the equipment and the tests to check if all is to Eskom's satisfaction. NB: The presence of an Eskom representative does not relieve the supplier of any responsibility in terms of meeting all the technical requirements. The presence of the representative also does not prevent the rejection of any equipment found to be faulty at a later stage					
3.7	Test Equipment and Tools	Comply. Provide Evidence				
3.7.1.3	In the event of special-to-type tools and test sets are recommended, the manufacturers cost including delivery is to be stated.	Comply				
3.8	Training					

3.8.1	Training Equipment and Material	Comply. Provide Evidence				
3.8.2	Formal Training	Comply				
3.8.2.9	The supplier must give a list of all courses offered, brief course descriptions and syllabi. The experience and qualifications of the respective Instructors offering the courses must also be given.	Comply. Provide Evidence				
3.8.3	Informal Training	Comply				
3.9	Handbooks	Comply				
3.9.1	Minimum Requirements	Comply				
3.9.1.3	The installation guidelines that are relevant within Eskom must be given. The commissioning procedure that meets the standards set in Eskom must be given, at minimum clearly stating: the test types, type of equipment/tools required, expected results with acceptable limits, factory test results, etc	Comply. Provide Evidence				
3.9.2	Copies	Comply				
3.10	Project Management	Comply				
3.10.1.1	The supplier shall provide a detailed breakdown of schedule with production stages, from placing of order to delivery of equipment/product(s) and services for the applicable scope of works	Comply. Provide Evidence				

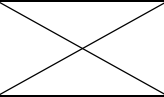
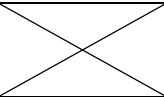

Annex D – Compliance Schedules A & B for 240-86458714 Generic Requirements Specification for a Telecommunications Network Management Solution

Name of Evaluator : _____

Date: : _____

Supplier : _____

COMPLIANCE LIST						
SCHEDULES A&B FOR 240-86458714 Generic Requirements Specification for a Telecommunications Network Management Solution						
Numbering	Description	Schedule A (Eskom's compliance statement)	Schedule B (Supplier's compliance statement)	Reference (page X of file Y, section Z)	Score	comments
3	Network Management Solution Requirements					
3.1	Solution Architecture Requirements	Comply				
3.1.1	Software-based solution	Comply. Provide Evidence				
3.1.2	Hardware-based solution	Comply. Provide Evidence				
3.1.2.1	The supplier shall provide the hardware together with associated installation material.	Comply				

3.1.2.2	This system shall be with a full maintenance service for the duration of the contract. The maintenance shall include all technical support on the hardware, including software, firmware, and hardware updates, and swop out of faulty units.	Comply				
3.2	Disaster Recovery					
3.2.1	Availability Requirements	Comply. Provide Evidence				
3.2.2	Backup Strategy	Comply. Provide Evidence				
3.3	System Specification					
3.3.1	Accessibility	Comply. Provide Evidence				
3.3.2	Maintainability	Comply. Provide Evidence				
3.3.3	Integration Requirements	Comply. Provide Evidence				
3.3.4	Data Communication Network Requirements	Comply. Provide Evidence				
3.4	Functional Requirements					

3.4.1	Fault Management	Comply. Provide Evidence				
3.4.2	Configuration Management	Comply. Provide Evidence				
3.4.3	Accounting Management	Comply. Provide Evidence				
3.4.4	Performance Management	Comply. Provide Evidence				
3.4.5	Security Management	Comply. Provide Evidence				