

ANNEXURE B

TECHNICAL EVALUATION CRITERIA

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE VOIP SOLUTION OVER A PERIOD OF THIRTY-SIX (36) MONTHS.

1 EVALUATION CRITERIA

1.1 PHASE 1

Administrative Evaluation Criteria

Initial Screening Process: At this phase bidder's response are reviewed to check if bidders have responded according to CEF (SOC) Ltd RFP document.

1.2 PHASE 2

Mandatory Evaluation Criteria

No.	Mandatory	Comply	Not Comply
1.2.1	Proposed solution must be able to integrate with Microsoft Teams. Bidders must provide assurance that their proposed solution can integrate to MS Teams		
	Substantiate / Comments		

No.	Mandatory	Comply	Not Comply
1.2.2	Bidder must be certified partner for the proposed solution. Submit a copy of valid partner letter NOT older than one (1) year as proof.		
	Substantiate / Comments		

1.3 PHASE 3

Technical evaluation criteria

Bidders will be evaluated according to the below technical evaluation criteria. A minimum score of 70% will qualify the bidder to the next round.

Minimum Technical Threshold 70%			
Technical Information	Scoring	Proof of documents	Weighting Percentage
1.3.1 Company Experience			
<p>The company must have delivered a minimum of three (3) projects where similar services have been rendered.</p> <p>The reference letter signed by the client must be on client's letterhead and include the company name, contact person, contact details (telephone number) and it should indicate when the service was done.</p>		Reference letters	20%
5 and more projects completed	5		
4 Projects completed	4		
3 Projects completed	3		
<3 Projects completed	0		

Technical Information	Scoring	Proof of documents	Weighting Percentage
1.3.2 Experience of the key personnel: Project Manager			
<p>The Project manager assigned to the project must have experience in implementing similar project.</p> <p>Provide a C.V. of the project manager detailing experience in similar projects.</p>		Project Manager's CV	15%
5 and more year's of experience in similar projects	5		
> 3 but < 5 year's experience in similar projects	4		
3 year's experience in similar projects	3		

< 3 year's experience in similar projects	0		
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Technical Information	Scoring	Proof of documents	Weighting Percentage
1.3.3 Experience of the proposed resources			
All resources/staff that will be deployed at CEF for the project should have experience in their area of expertise. Provide a C.V. for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities.		CV's of the Proposed team clearly listing the name of clients and work done	15%
7 and more years combined average experience in similar projects.	5		
6 years combined average experience in similar projects.	4		
> 4 but < 6 years combined average experience in similar projects.	3		
4 year's combined average experience in similar projects.	2		
2 but < 4 year's combined average experience in similar projects	1		
< 2 year's combined average experience in similar projects	0		

Technical Information	Scoring	Proof of documents	Weighting Percentage
1.3.4 Response time (After logging a call)			
The Bidder must be able to respond with a reference number of a call being logged using email or telephone		Draft SLA	10%
Respond within 10 minutes after a call has been logged.	5		
Respond between 11 and 19 minutes after a call has been logged.	3		
Respond 20 minutes after a call has been logged.	0		

Technical Information	Scoring	Proof of documents	Weighting Percentage
1.3.5 Response time (Normal incidents)			
The Bidder must be able to resolve normal incidents reported within 2 hours.		Draft SLA	10%
Resolution in less than 2 hours.	5		
Resolution in 2 hours.	3		
Resolution in more than 2 hours	0		

Technical Information	Scoring	Proof of documents	Weighting Percentage
1.3.6 When the system down is down (Critical incidents)			
The Bidder must be able resolve critical incidents such as when the system is down within 4 hours		Draft SLA	10%
Restore system in less than 4 hours	5		
Restore system in 4 hours	3		
Restore system in more than 4 hours	0		

Technical Information	Scoring	Proof of documents	Weighting Percentage
1.3.7 System changes and updates			
Bidder must be able to perform changes and updates to the system as and when required.		Draft SLA	10%
Perform updates or changes within one day or less.	5		
Perform updates or changes in more than one day or equal to 2 days.	3		
Perform updates or changes in more than 2 days.	0		

Technical Information	Scoring	Proof of documents	Weighting Percentage
1.3.8 Penalties			
Bidder must provide a formula for calculation of penalties for non-compliance or failure to meet SLA requirements.		Draft SLA	10%
Penalty calculation formula provided.	5		
Formula not provided	0		