

 Eskom	Report	Technology
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Title: **TECHNICAL EVALUATION
CRITERIA FOR SUPPORT OF
ACE3600 RTU AND FEP**

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1. Introduction

This document covers the technical evaluation criteria for the EAS Support and Maintenance enquiry.

2. Supporting clauses

2.1 Scope

The document contains the technical evaluation criteria to be used for evaluating the tender submissions for the EAS Support and Maintenance enquiry.

2.1.1 Purpose

This document sets out the technical evaluation criteria to be used for evaluating tender submissions for EAS Support and Maintenance enquiry.

2.1.2 Applicability

This document shall apply throughout 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] ISO 9001 Quality Management Systems.
- [2] 240-114810229 Scope of Work for ACE3600 Remote Terminal Units (RTU) and Front End Processors (FEPs)
- [3] 240-135089195 Generic Technical Requirements for Eskom Telecoms Contracts

2.2.2 Informative

- [4] 240-48929482 Tender Engineering Evaluation Procedure.

2.3 Definitions

2.3.1 General

Definition	Description
Submission	The tender in accordance with the requirements of the enquiry
Technical evaluator	End-users, technical experts nominated by the end-user and Divisional technical functionaries with the necessary technical expertise.

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

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Abbreviation	Description
CoE	Centre of Excellence
OEM	Original Equipment Manufacturer
RFP	Request for Proposal
RFQ	Request for Quotation
TET	Technical Evaluation Team

2.5 Roles and responsibilities

Procurement: Enquiry Process Owner

Telecommunications CoE: Lead Technical Evaluator.

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.

3.1 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 two (2) members of TET. The final Technical Evaluation Score for each submission will be the average score obtained from the independent TET members. Where there are inconsistencies between the independent TET members scores, the reconciliation of those scores will be through 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 returnable for completeness per 3.2.1.

STEP 2: Assess submission qualitatively using the qualitative evaluation criteria in Table 2. 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 shall not be evaluated any further.

STEP 3: Technical Evaluation Report will recommend submissions with a TES of 70% or more.

3.2 Technical Evaluation Criteria

3.2.1 Submission of technical returnable

The technical returnable will be used to assess/score technical compliance of the submission to the technical requirement.

Table 1: Submission of technical returnable

Requirement/Clause(s)	Eskom's requirement statement	Supplier's compliance statement	Comments
Letter of accreditation from the OEM.	To be submitted with the enquiry.		
Annex A - Schedule A/B of this Technical Evaluation Criteria document (240-167169183).	To be completed and returned/submitted with the enquiry.		
Schedule A/B of 240-135089195 Generic Technical Requirements for Eskom Telecommunications Contracts.	To be completed and returned/submitted with the enquiry.		

3.2.2 Qualitative (Desktop) Evaluation Criteria

The qualitative evaluation criteria will be based on the **completed Annexure A – Schedule A/B of this document**. Below is a summary of the weighted evaluation criteria that will be used to calculate the weighted scores of each tenderer.

The qualitative evaluation criteria will be based on the completed Annexure A – Schedule A/B of this document. Below is a summary of the weighted evaluation criteria that will be used to calculate the weighted scores of each tenderer.

Table 2: Summary of qualitative criteria

Weight (%)	Clause Weight (%)	Requirement/Clause(s)	Reference clause(s)
100	20	Supplier 's Profile (Accreditation, Experience and Expertise)	240-135089195, 3.1
	40	Support and Maintenance proposal	240-142043245, 3.1.1
	40	Repair and Replacement proposal	240-142043245, 3.1.2
(100%)		(Total)	
(70%)		(Minimum threshold)	

Each of the clauses/requirements will be scored according to the following scoring table.

Table 3: Scoring for each clause to be evaluated

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 <ul style="list-style-type: none"> Meet technical requirement(s) with; 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

3.3 Final Scores and Ranking

Only submissions that obtain a final DES of 70% or higher will be recommended for further commercial evaluation.

4. Authorization

This document has been seen and accepted by:

Name and surname	Designation

5. Revisions

Date	Rev	Compiler	Remarks
Nov 2021	1		Document required for the procurement of EAS Support and Maintenance.

6. Development team

- Bongani Shezi
- Johan Le Roux
- Wicus van Aswegen

7. Acknowledgements

- .Philla Kgole

Annex A – Schedule A/B

Weight (%)	Clause Weight (%)	Requirement/Clause(s)	Reference clause(s)	Schedule A (Eskom's requirement)	Schedule B (Supplier's compliance statement)	Supplier's Reference/Comment (Supporting evidence)
40	20	Provide a Next Business Day standby service, with the option to escalate to same business day in the unlikely event of a P1 - Emergency. This will require the contact details of a Help Desk and/or service manager to be provided.	240-114810229, 3.1.1.1	Compliance Required. Provide Evidence.		
	5	Provide a minimum of 4 hours support per month which shall include support for the front end processors (FEPs) and remote terminal units (RTUs), including software and associated hardware. On-site support will be on as and when basis if the need arises. The bulk of this will be remote support.	240-114810229, 3.1.1.2	Compliance Required. No Evidence Required.		
	5	The on-site support will primarily be provided to the ET NMC Germiston offices, with a minimum of one visit annually to the East London Office.	240-114810229, 3.1.1.2 1)	Compliance Required. No Evidence Required.		
	5	The on-site support shall be able to handle 2 nd and 3 rd level support requirements.	240-114810229, 3.1.1.2 2)	Compliance Required. No Evidence Required.		
	5	The help desk/service manager shall be ET's first point of contact for all technical and support issues to be escalated by ET to the supplier, the response to such issues shall be as per Table 1 of 240-114810229 .	240-114810229, 3.1.1.2 3)	Compliance Required. No Evidence Required.		

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Weight (%)	Clause Weight (%)	Requirement/Clause(s)	Reference clause(s)	Schedule A (Eskom's requirement)	Schedule B (Supplier's compliance statement)	Supplier's Reference/Comment (Supporting evidence)
	20	Skills transfer to Eskom personnel and enable Eskom personnel to be able to fully support the existing network in a period of no more than contract period. The supplier shall provide a skills level plan and provide monthly progress at the review meetings. Part of the monthly support hours should be dedicated to skills transfer (over the shoulder training)	240-114810229, 3.1.1.3	Compliance Required. Provide Evidence.		
	5	Provide firmware and software maintenance (including bug fixes, patches, upgrades) for all FEPs and RTUs.	240-114810229, 3.1.1.4	Compliance Required. No Evidence Required.		
	5	Provide support for two (2) previous versions of all related software and firmware.	240-114810229, 3.1.1.5	Compliance Required. No Evidence Required.		
	5	Be able to troubleshoot advanced hardware issues	240-114810229, 3.1.1.6	Compliance Required. No Evidence Required.		
	5	Adhere to Eskom's change management processes, and in the case of service affecting network configurations, prepare documentation required for this process.	240-114810229, 3.1.1.7	Compliance Required. No Evidence Required.		

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Weight (%)	Clause Weight (%)	Requirement/Clause(s)	Reference clause(s)	Schedule A (Eskom's requirement)	Schedule B (Supplier's compliance statement)	Supplier's Reference/Comment (Supporting evidence)
	5	Provide support during the additions and/or removal of hardware and services to network.	240-114810229, 3.1.1.8	Compliance Required. No Evidence Required.		
	5	Provide on-site system audits and health checks on the FEPs on an annual basis.	240-114810229, 3.1.1.9	Compliance Required. No Evidence Required.		
	5	Provide technical assistance and support service for 2nd and 3rd line support locally. Support shall be available at a national and regional level.	240-114810229, 3.1.1.10	Compliance Required. No Evidence Required.		
	5	Provide ad hoc services, on a time and materials basis as agreed with Eskom Telecommunications	240-114810229, 3.1.1.11	Compliance Required. No Evidence Required.		
40	15	The service provider is expected to price the repair of each of the modules in 3.2, the price should include repairing the item and delivery to Eskom (Germiston offices).	240-114810229, 3.1.2.1	Compliance Required. Provide Evidence.		

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Weight (%)	Clause Weight (%)	Requirement/Clause(s)	Reference clause(s)	Schedule A (Eskom's requirement)	Schedule B (Supplier's compliance statement)	Supplier's Reference/Comment (Supporting evidence)
	10	All repaired units shall have a warranty period of at least 12 months. The warranty period shall start from the day the unit is dispatched by ET stores for redeployment in the Eskom network. The ET Stores will keep track of the dispatch dates and that will be made available upon request.	240-114810229, 3.1.2.2	Compliance Required. Provide Evidence.		
	10	The items must be tracked by serial numbers. The same unit that is sent for repair shall be sent back to Eskom whether repairable or not.	240-114810229, 3.1.2.3	Compliance Required. Provide Evidence.		
	5	All major part replacements shall be authorised by Eskom.	240-114810229, 3.1.2.4	Compliance Required. No Evidence Required.		
	15	A fault report on repaired or irreparable items shall contain, at least, the following information: The serial number of the device, Fault description (which module is faulty), Identify the cause for the failure.	240-114810229, 3.1.2.5	Compliance Required. Provide Evidence.		
	10	All equipment shall be repaired in RSA. In the case where this is not possible Eskom shall authorise the exporting of the item.	240-114810229, 3.1.2.6	Compliance Required. Provide Evidence.		

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Weight (%)	Clause Weight (%)	Requirement/Clause(s)	Reference clause(s)	Schedule A (Eskom's requirement)	Schedule B (Supplier's compliance statement)	Supplier's Reference/Comment (Supporting evidence)
	15	The service provider shall provide direct, traceable, access to a fault-logging system.	240-114810229, 3.1.2.7	Compliance Required. Provide Evidence.		
	15	State your guaranteed turnaround time.	240-114810229, 3.1.2.8	Compliance Required. Provide Evidence.		
	5	The support and repairs shall be on an as and when required basis for a period of 5 years.	240-114810229, 3.1.2.10	Compliance Required. No Evidence Required.		

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