Annexure B – Evaluation Criteria

4.4.1	Mandatory Certifications & Experience:	Yes	No
	The bidder must provide the following certifications as part of their submission. 1. CRM OEM Certification 2. The Bidder must have a minimum of three **(3) years** proven experience where CRM was successfully implemented, maintained, and supported. Such experience must be proven by submitting the following documents - reference letters (at least minimum of three from three different company's) and such letters must be original and dully signed by a company official from the client's entity. **3.** Bidders must provide the certification for the cloud environments being utilized as being certified in the ISO/IEC 27001. 4. Return of Completed Annexure D - Business Requirements Response 5. Return of Declaration of Interest Form and Politically Exposed Persons 6. Return of completed Bidder's SBD 6.1 Preference Points Claim Form 7. Return of completed SBD1 form. 8. Return of completed Bidder's disclosure form SBD 4 9. Return of Pricing Schedule **10.** Company, its directors and employees agree to be vetted by Airports Company South Africa (ACSA).		
	Functional / Technical Criteria		
4.4.2	**Solution Architecture**	40	20
	The Bidder must provide the Solution Architecture detailing the solution components and a Data Centre Tier 3 certificate. The following must be included in the proposed Solution Architecture Design: 1. Solution Overview 2. Solution Architecture (including all components that form part of the solution) 3. Integration • Integration with social media (consolidation of social media platforms e.g., Twitter, Facebook etc) • Integration with Microsoft Outlook, Microsoft AD • Integration with ESB (Enterprise Service Bus), API (Application Programming Interface), Mobile App, CMS (Content Management System). • Integration with ERP system (e.g., Oracle (HR, Finance, HR Self Service module)). • Integration with SharePoint (Website and Document Storage)		

- Integration with Voice Recording System (e.g., Web Recall System)

- Integration with Call Management System (e.g., CISCO Call Manager System)

4. Hosting Environment (Full Cloud Deployment)
5. Security
6. Data Protection
7. High-Availability
8. Archiving
9. Disaster Recovery

- The bidder's Solution Architecture Design demonstrated all components (1 to 9) set out above and provided an external Data Centre Tier certificate confirming tier above 3 level [40].
- The bidder's Solution Architecture Design demonstrated all components (1 to 9) set out above and provided an external Data Centre Tier certificate confirming tier 3 level [20].
- The bidder failing to meet the criteria set above. [0].

4.4.3	**CRM Solution Capabilities:**	40	30

The solution proposal must have all the five (5) CRM modules listed below, as outlined in the **Scope of Work**, Section 3, titled: **ACSA's Business Requirements**

Module 1 - Customer Query Management (BR1.1 to BR1.26)

Module 2 - Key Account Management (BR2.1 to BR2.14)

Module 3 - Employee Query Management (BR3.1 to 3.13)

Module 4 - Stakeholder Relations Management (BR4.1 to 4.29)

1. Sales Pipeline Capabilities (*to be priced as part of this RFP, and these licenses will not be included for the initial signed contract, will be only included as and when the business is ready for this functionality*)

If the bidder can deliver the following number of BRs within the 4 CRM Modules: - Module 1 : 24 or more BRs - Module 2 : 12 or more BRs - Module 3 : 11 or more BRs - Module 4 : 27 or more BRs	40
If the bidder can deliver the following number of BRs within the 4 CRM Modules: - Module 1 : 21-23 BRs - Module 2 : 10-12 BRs - Module 3 : 7-9 BRs - Module 4 : 23-25 BRs	30
If the bidder can deliver the following number of BRs within the 4 CRM Modules: - Module 1 : less than 21 - Module 2 : less than 10 - Module 3 : less than 7 - Module 4 : less than 23	0

4.4.5	**Implementation Plan for CRM Solution (Full Cloud Deployment)**	20	15

	The Bidder shall provide the Implementation Plan for the CRM solution in alignment to the implementation timelines. The Implementation Plan must indicate the following key milestones: - Executive Overview - Major Tasks or Milestones - Implementation timelines - Development approach - Testing Approach for all required test such as Unit, Functional, Performance, Stress and Vulnerability - The Implementation Plan must bear evidence of a complete Project Management Life Cycle - Reporting areas and mechanism/s and the frequency thereof during project implementation. If all the criteria outlined above is evident in the Bidder's submission and the solution will be delivered in a maximum of 6 months. [20] If all the criteria outlined above is evident in the Bidder's submission and the solution will be delivered between 7 to 12 months. [15] If all the criteria outlined above is not evident in the Bidder's submission OR the solution will not be delivered within 12 months [0]		
TOTAL		**100**	**65**