

Annexure B Technical Evaluation

| No | REQUIREMENT | SUB-REQUIREMENTS | REQUIRED RESPONSE | EVIDENCE/SUPPORTING DOCUMENTS | WEIGHT % | POINTS | SCORING METHOD | BIDDER RESPONSE | SUBMISSION REFERENCE |
|---|---|--|---|---|----------|--------|--|-----------------|----------------------|
| 1 | History of Fleet ownership managed for Material Handling Equipment [MHE]. | In case of partnership/JV, the partner information may be shared. Proof that the bidder owns/ has the lease or supply agreement signed by both parties to allow the bidder to use Equipment for the full duration of the contract. Provide Log book/ Assets register confirmation ownership of existing equipment. Provide valid and signed Finance/ Lease Agreement with the finance institution. The list is not exhaustive other forms of proof may be considered | >150 = 30 100-149 = 20 50-99 = 15 10-49 = 10 <10 = 5 | In case of partnership/JV, the partner information may be shared. - Proof that the bidder owns/ has the lease or supply agreement signed by both parties to allow the bidder to use Equipment for the full duration of the contract. Provide Log book/ Assets register confirmation ownership of existing equipment. Provide valid and signed Finance/ Lease Agreement with the finance institution. The list is not exhaustive other forms of proof may be considered. This will be measure by the number of Material Handling Equipment/ Fleet size and supporting evidence. | 30% | | >150 = 30 100-149 = 20 50-99 = 15 10-49 = 10 <10 = 5 | | |
| 2 | Customer References | Provide company reference letters not older than 3 months from previous and/or existing customers (excluding Transnet) to give feedback/testimonial of your previous or current service performance levels, be it as your current company that is responding, or as an individual that provides/ or provided MHE Fleet Management services if a new start up/JV or new entrant. The letters to clearly state the % level of customer satisfaction out of 100% customer satisfaction and a total list of all current and past clients including the detailed fleet list per client and contact details of the client. Transnet reserves the right to contact the client to validate the fleet size and signed with designation and contact details of the person providing the letter on the relevant company letterhead. Transnet reserves the right to contact the author of the letters to validate the service levels | 5 or more letters with >95% satisfaction=5 4 letters with>90%<95% = 4 3 letters with >80%<90%=3 2 letters with >70%<80%=2 1 letter with >60%<70% satisfaction=1 <60% satisfaction or no customer feedback = 0 | Provide company reference letters with from previous and/or existing customers (excluding Transnet) to give feedback/testimonial of your previous or current service performance levels, be it as your current company that is responding, or as an individual that provides/ or provided MHE Fleet Management services if a new start up/JV or new entrant. The letters to clearly state the % level of customer satisfaction out of 100% customer satisfaction and a total list of all current and past clients including the detailed fleet list per client and contact details of the client. Transnet reserves the right to contact the author of the letters to validate the service levels | 5% | | 5 or more letters with >95% satisfaction=5 4 letters with>90%<95% = 4 3 letters with >80%<90%=3 2 letters with >70%<80%=2 1 letter with >60%<70% satisfaction=1 <60% satisfaction or no customer feedback = 0 | | |
| 3 | Ability to provide electronic quotations from contract inception | Provide Transnet with electronic quotes within 1 (one) day from date of request | Number of days it will take the bidder to provide electronic quotes from date of request | Provide a detailed report/sample screen shots showing the history of quotation lead times. | 5% | | 1 day =5 2 days =4 3 days= 3 4 days =2 5 days = 1 >5 days = 0 | | |
| 4 | Ability to deliver MHE requirements from date of signed order | MHE requirement ordered by Transnet to be delivered within the period specified in the quote but not exceeding six (6) months. Specialised MHE rate card constitute exceptions and shall be dealt with on a case-by-case basis. | Number of maximum months it will take the bidder to deliver the MHE units, after an order is placed | Provide a detailed report /sample screen shots showing the history of delivery lead times history | 10% | | <3 months =10 3 months =8 4 months= 6 5 months =4 6 months = 2 >6 months = 0 | | |
| 5 | Management of scheduled and unscheduled maintenance | Managing the full process of scheduled and unscheduled maintenance as per OEM lead times and ensure high vehicle availability of at least 95% agreed OEM lead times | Excellent= >95% availability, Very good=91-94% availability, Good=86- 90% availability, Average=81- 85% availability, No competency = <80% availability/ no information submitted | Provide a detailed availability or maintenance report /screen shots showing the history lead times for maintenance/availability, scheduled maintenance compliance, unscheduled maintenance repair times | 7% | | Excellent= >95% availability=7 Very good=91-94% availability=5 Good=86- 90% availability=3 Average=81- 85% availability = 2 <80% availability/ no information submitted = 0 | | |
| 6 | Management of load testing requirements as per unit specification | Managing the full process of load testing requirements as per OEM lead times | Excellent >96% Load tests completed on or ahead of time Very good= 96% Load tests completed on time Good= 95% Load tests completed on time Average= 90% - 94% Load tests completed on time No competency= <90% Load tests completed on time/ no information submitted. (This will be based on an average of all the machinery provided) | Provide the annual load tests schedule dates and compliance certificate | 4% | | Excellent >96% Load tests completed on or ahead of time= 4 Very good= 96% Load tests completed on time = 3 Good= 95% Load tests completed on time= 2 Average= 90% - 94% Load tests completed on time = 1 No competency= <90% Load tests completed on time/ no information submitted= 0 (This will be based on an average of all the machinery provided) | | |
| 7 | Fleet Management System and Reporting capabilities | Ability of provide multiple Automated reports which provide the following information Customer Information, multi parameters reporting, availability (downtime) reports, Debtors ageing, Service Level measurements, Savings, Executive management reports, deliveries schedule , orders in pipeline, on a monthly basis, Ability of provide multiple Automated reports which provide the following information Customer Information, multi parameters reporting, availability (downtime) reports, Debtors ageing, Service Level measurements, Savings, Executive management reports, deliveries schedule , orders in pipeline, on a monthly basis, | no competency= unacceptable submissions (e.g. no submission/ Manual Compiled Reporting Capabilities)any less than five (5) reporting capabilities equal to unacceptable submission average competency= five of the reporting Capabilities mentioned below: Customer Information, multi parameters reporting, availability (downtime) reports, Debtors ageing, Service Level measurements, Savings, Executive management reports, deliveries schedule , orders in pipeline, on a monthly basis. good competency= more than five reporting capabilities mentioned below: Customer Information, multi parameters reporting, availability (downtime) reports, Debtors ageing, Service Level measurements, Savings, Executive management reports, deliveries schedule , orders in pipeline, on a monthly basis. | Provide detailed sample reports/ screenshots of the aforementioned reports | 10% | | no competency=0 average competency=5 good competency=10 | | |
| 8 | Tracking devices, monitoring and reporting (wherever applicable) | Ability to provide a tracking service that has web based 24/7 access to the tracking system, and to provide the minimum functionality and reporting | no competency=no report submitted; average competency =reports covering 0 - 5 tracking outputs; good competency =reports covering 6 - 10 tracking output; Very Good competency=reports covering above 10 tracking output,. | Provide a detailed reports /screen shots of web based or other tracking reports | 6% | | no competency=0 average competency=2 Good competency=4 Very Good competency=6 | | |
| 9 | Fuel Management solutions to manage fuel usage (wherever applicable) | Ability to provide Fuel Management solutions to manage fuel usage, with a view to reduce fuel costs and increase fuel efficiencies | yes/no | Provide Fuel Management strategy and process to manage fuel usage | 2% | | no =0 yes=2 | | |
| 10 | Fixed and Variable monthly billing for multiple cost centres | Ability to provide Fixed and Variable monthly billing for multiple cost centres *For the purpose of this tender fixed cost include Rental, Tracking and Managed Services and Variable cost will be Repairs, Tyres and Accessories ect. | no competency= submission does not meet Fixed or Variable billing average competency= submission meets either Fixed or Variable billing good competency= submission meets all of Fixed and Variable billing | Provide a detailed reports /screen shots of billing reports | 5% | | no competency=0 the submission does not meet Fixed Cost and Variable Cost average competency=3 the submission meets either Fixed Cost or Variable Cost good competency=5 the submission meets all of Fixed Cost and Variable Cost | | |
| 11 | Technical services and support for accessories and fitments | 1. Ability to Resolve technical queries and provide technical advice. Assist depots departments with vehicle specification advice. 3. Provide fit for purpose vehicles. 4. For the heavy/ commercial vehicles, project manage the delivery of these vehicles in the event that customisation is required. 5. Qualified and experienced technical personnel, history of successfully supplied modified vehicles, history of installed accessories, | 2. no competency= no submission of reference letters meeting all five requirements average competency= Submission of Two (2) reference letters meeting all five requirements good competency= Submission of Three (3) or more reference letters meeting all five requirements | Provide minimum of three company reference letters not older than 5 years from previous and/or existing customers (excluding Transnet) to give feedback/testimonial of your previous or current service performance levels: 1 Ability to Resolve technical queries and provide technical advice. 2. Assist depots departments with vehicle specification advice. 3. Provide fit for purpose vehicles. 4. For the heavy/ commercial vehicles, project manage the delivery of these vehicles in the event that customisation is required. 5. Qualified and experienced technical personnel, history of successfully supplied modified vehicles, history of installed accessories, | 10% | | no competency=0 average competency=5 excellent competency=10 | | |
| 12 | Licensing services and management (wherever applicable) | Ability to provide Licensing services and management (wherever applicable) | yes/no | Provide process to manage licensing and sample licensing report | 2% | | no =0 yes=2 | | |
| 13 | Certificate Of Fitness (COF) services and management | Ability to provide Certificate Of Fitness (COF) services and management | yes/no | Provide process to manage Certificate of Fitness and sample COF report | 2% | | no =0 yes=2 | | |
| 14 | Physical vehicle audit requirements | Ability to Conduct vehicle audits (annually) | yes/no | Provide process to manage annual vehicle audit requirements and sample vehicle audit reports | 2% | | no =0 yes=2 | | |
| TOTAL WEIGHTING AND SCORE- ALL TECHNICAL DESKTOP CRITERIA'S | | | | | 100% | | | | |