

ANNEXURE B

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 RFQ document.

1.2. Phase 2 :Mandatory Requirements

Failure to meet the mandatory requirement will result in disqualification.

1.2.1 <u>ACCREDITATION</u>	Compliant	Not Compliant
Bidder must be an accredited Sage Business Partner. Submit a copy of a valid accreditation/partnership letter		
Substantiate / Comments		

1.3. Phase 3: Technical evaluation

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is **75%**. It must be noted that if the Bidder does not meet the **75%** minimum threshold, the bidder will be disqualified and not be evaluated further.

1.3.1 EXPERIENCE OF THE COMPANY

The company must have experience in implementing and supporting Sage 300 ERP, AccTech eWorkflow (BPM), VRM and Assetware
Bidder must submit reference letters detailing the applications the bidder offered support for in the past 5 years.

The reference letter must be relevant, signed by the client and must be on client's letterhead (include the company name, contactable details and it should indicate when the service was done)

Evaluation Criteria	Document as Evidence	Score	Weighting %
5 Reference letters and more	Reference letters	5	20%
4 Reference letters		4	
3 Reference letters		3	
2 Reference letters		2	
1 Reference letters		1	
No Reference letter(s) provided		0	

1.3.2 EXPERIENCE OF THE TEAM TO SUPPORT SAGE 300 ERP

The team that will be assigned to CEF must have experience in maintaining and supporting Sage 300 ERP.

Bidder must provide C.Vs. for each personnel that will be part of the team, clearly indicating their roles and responsibilities.

The proposed team experience will be aggregated/calculated as combined experience.

Evaluation Criteria	Document as Evidence	Score	Weighting %
> 5 years of experience of team average	CV of the Proposed team members	5	15%
5 years of experience of team average		4	

> 3 years of experience but < 5 years of experience of team average	clearly listing the name of personnel , past work done, clients names and when	3	
3 years of experience of team average		2	
>2 but < 3 years of experience on average		1	
< 2 years of experience/No CV submitted of team average		0	

1.3.3 EXPERIENCE OF THE TEAM TO SUPPORT ACCTECH Eworkflow (BPM)

The team that will be assigned to CEF must have experience in maintaining and supporting AccTech eWorkflow (BPM).

Bidder must provide C.Vs. for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities. The proposed team experience will be aggregated/calculated as combined experience.

Evaluation Criteria	Document as Evidence	Score	Weighting %
> 5 years of experience of team average	CV of the Proposed team members clearly listing the name of personnel , past work done, clients names and when	5	15%
5 years of experience of team average		4	
> 3 years of experience but < 5 years of experience of team average		3	
3 years of experience of team average		2	
>2 but < 3 years of experience of team average		1	
< 2 years of experience/No CV submitted of team average		0	

1.3.4 EXPERIENCE OF THE TEAM TO SUPPORT SAGE VRM

The team that will be assigned to CEF must have experience in maintaining and supporting VRM.

Provide a C.V. for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities. The proposed team will be aggregated on a combine experience.

Evaluation Criteria	Document as Evidence	Score	Weighting %
> 5 years of experience of team average	CV of the Proposed team members clearly listing the name of personnel , past work done, clients names and when	5	15%
5 years of experience of team average		4	
> 3 years of experience but < 5 years of experience of team average		3	
3 years of experience of team average		2	
>2 but < 3 years of experience of team average		1	
< 2 years of experience/No CV submitted of team average		0	

1.3.5 EXPERIENCE OF THE TEAM TO SUPPORT ASSETWARE

The team that will be assigned to CEF must have experience in maintaining and supporting Assetware.

Provide a C.V. for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities. The proposed team will be aggregated on a combine experience.

Evaluation Criteria	Document as Evidence	Score	Weighting %
> 5 years of experience of team average	CV of the Proposed team members clearly listing the name of personnel , past work done, clients names and when	5	15%
5 years of experience of team average		4	
> 3 years of experience but < 5 years of experience of team average		3	
3 years of experience of team average		2	
>2 but < 3 years of experience of team average		1	
< 2 years of experience/No CV submitted of team average		0	

1.3.6 Service Level Agreement

All service providers must provide a draft copy of the Service Level Agreement (SLA) in their response. The draft Service Level Agreement (SLA) must include the following requirements:

Evaluation Criteria	Document as Evidence	Weighting %
1.3.6.1 High Priority Incidents (Level 1) Turnaround time for restoring system when it is not accessible.	Draft SLA	5%
Evaluation Criteria	Document as Evidence	Weighting %
1.3.6.2 Medium Priority Incidents (Level 2) Turnaround time for restoring critical fault: a major function or component of the Sage 300 ERP/ BPM or VRM system is unusable	Draft SLA	5%
Evaluation Criteria	Document as Evidence	Weighting %
1.3.6.3 Low Priority Incidents (Level 3) Turnaround time for restoring non-critical system service that is down:	Draft SLA	5%

Evaluation Criteria	Document as Evidence	Weighting %
1.3.6.4 Updates and Changes Turnaround time for implementing enhancements and reporting requests	Draft SLA	5%