

ANNEXURE B

1. 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 Evaluation Criteria			
Technical Information	Scoring	Proof of documents	Weighting Percentage
Experience of Bidder			
1. Company Experience The company must have delivered a minimum of 3 projects, where similar services have been rendered in the past 5 years. Please provide reference letters as proof for previous projects implemented. Letters must be on client's letterhead including contact person, contact details (telephone number). 5 reference letters 4 reference letters 3 reference letters Less than 3 reference letters		Reference letters	20%
5 Reference letters or more	5		
4 Reference letters	4		
3 Reference letters	3		
Less than 3 Reference letters	0		

Technical Information	Scoring	Proof of documents	Weighting Percentage
2. Experience of the staff Experience of the staff: On average, the project team that will be assigned to CEF must have a minimum of four (4) years' experience implementing and supporting Access Control and CCTV solutions. Provide a copy detailed CV.		Curriculum Vitae	25%

5 or more years of experience	5		
> 4 years but less than 5 years of experience	4		
4 years' experience	3		
Less than 3 years of experience	0		

Technical Information	Scoring	Proof of documents	Weighting Percentage
3. SLA: Resolution time: Bidder must be able to resolve normal incidents reported within 8 hours.		Draft SLA	10%
Resolution in less than or equal to 8 hours.	5		
Resolution in more than 8 but less than or equal 9 hours.	3		
Resolution in more than 9 hours	0		

Technical Information	Scoring	Proof of documents	Weighting Percentage
4. SLA: System down SLA: System down: Bidder must be able resolve critical incidents such as when the system is down within 4 hours.		Draft SLA	15%
Restore system in less than or equal to 4 hours	5		
Restore system in more than 4 but less than or equal 5 hours	3		

Restore system in more than 5 hours	0		
-------------------------------------	---	--	--

Technical Information	Scoring	Proof of documents	Weighting Percentage
5. SLA: System changes and updates: Bidder must be able to perform change and updates to the system within 1 day of a call being logged.		Draft SLA	10%
Perform updates or changes within one day or less.	5		
Perform updates or changes in more than one day or less or equal to 2 days.	3		
Perform updates or changes in more than 2 days.	0		

Technical Information	Scoring	Proof of documents	Weighting Percentage
5. SLA: Penalties Bidder must provide a formula for calculation of penalties for non-compliance or failure to meet SLA requirements.		Draft SLA	20%
Penalty calculation formula provided.	5		
Formula not provided	0		