

Annexure B- Evaluation Criteria			
1	Bidder's Experience Evaluation:	-	20
	A successful bidder will be expected to have strong experience in implementing a CRM solution.		
1.1	Client Reference Letters		
	Bidders shall provide signed / stamped contactable reference letters from clients (s) at which the CRM solution would have been implemented. The letter must have the following: a) Clear letter head at the top. b) The client's contact details. c) The scope of services that were rendered. d) The contract duration e) Signed by client's authorized official.		
1.2	Evaluation Criteria		
	a) If a bidder has a minimum of 5 cumulative years of experience in implementing, supporting, and maintaining a CRM solution. [20] points. b) If a bidder has a minimum of 3 and less than 5 cumulative years in implementing, supporting, and maintaining a CRM solution. [10] points. c) If a bidder has a minimum of 1 year and less than 3 cumulative years of relevant experience in implementing, supporting, and maintaining a CRM solution. [5] points d) If a bidder has less than 1 year of experience in implementing, supporting, and maintaining a CRM solution. [0] points.		
2	Business Requirements Evaluation	-	50
2.1	Scope of Work and Evaluation Criteria		
	Please refer to the <i>Annexure C_CRM_Response Document</i> for		

	the detailed specification requirements.		
2.2	Evaluation Criteria		
	For a detailed requirements criterion, please refer to the spreadsheet titled: <i>Annexure D_CRM_Response Sheet</i>. a) If a bidder has scored a minimum of 2194 (90%), they will be scored [50] points b) If a bidder has scored a minimum of 2022, and a maximum of less than 2252, they will be scored [50] points" c) If a bidder has scored a minimum of 1950 (80%), and a maximum of less than 2002, they will be scored [30] points d) If a bidder has scored a minimum of 2022, and a maximum of less than 2252, they will be scored [50] points" e) If a bidder has scored a minimum of 1707 (70%), and a maximum of less than 2022, they will be scored [20] points f) If a bidder has scored less than 1751, they will be scored [0].		
3.	Solution Delivery Duration Evaluation	-	30
3.1	Solution Delivery Timelines		
	a) A successful bidder will be expected to implement the solution as quickly as possible while maintaining quality. b) Bidders are expected to submit a project schedule that outlines timelines for the solution implementation.		
3.2	Evaluation Criteria		
	a) If a bidder can deliver the solution in 10 months, they will be scored [30] points. b) If a bidder can deliver the solution in more than 10 months, but less than 12 months, they will be scored [20] points. c) If a bidder can deliver the solution in exactly 12 months, they will be scored [10] points. d) If a bidder can deliver the solution in more than 12 months, they will be scored [0] points.		

4	Solution Demo Evaluation:	-	-
	Please refer to Annexure E for demonstration requirements		
TOTAL	If a bidder's overall score is less than [65] points, they will be disqualified	65	100

5. Additional Documents:

Bidders are required to provide the following additional documents as part of their bid submission. While these documents will not be evaluated, their submission is still required.

5.1	Implementation Plan		
	All bidders are required to submit an implementation plan that details how the solution will be executed, in alignment with the project schedule outlined in section 3.1. b. The plan shall include the following milestones: a) Executive Overview b) Critical path c) Development approach d) Testing approach for all required tests such as, unit; functional; performance; stress; and vulnerability e) The implementation plan must bear evidence of a complete Project Management Life Cycle f) Reporting areas and mechanism(s) and the frequency thereof during project management		
5.2	System Architecture		
	Bidders are expected to submit an architecture diagram of the solution, illustrating the structure and components of the system. This will provide a visual representation of how the solution is designed and how its various parts interact. The diagram should include the following elements: a) Solution Overview (key components that make up the solution): b) Environments (Different environments where the solution will be installed, e.g., Dev, QA, Pre-prod, Test & Production). c) Indicate which communication protocols the solution can utilize e.g., http; HTML; XML; REST API; Json etc. d) Backup requirements (how backups are performed and		

	where they are stored; how will users request backup restored).		
	e) Business Continuity (How the solution is configured to enable business Continuity		