

TECHNICAL EVALUATION CRITERIA FOR THE PROVISION OF MAINTENANCE AND SUPPORT FOR THE IDU CONCEPTS OVER A PERIOD OF 12 MONTHS FOR CEF SOC LTD.

1. PROPOSED EVALUATION CRITERIA FOR THIS SCOPE OF WORK

The bidders will be evaluated according to the following criteria

1.1 Company experience

Does the service provider have experience in similar projects in the past 5 years?

1.2 Experience of the support team

Does the service provider have appropriately experienced resources to assigned to support the system?

1.3 Service level agreement

Bidders must provide a draft copy of the Service level agreement

2. EVALUATION CRITERIA

2.1 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.

2.2 Phase 2

Mandatory Requirements

Bidder must be accredited by the software provider

2.2.1 <u>ACCREDITATION</u>	Comply	Not Comply
Bidder must be accredited by the software provider.		
Submit a copy of a valid accreditation/partnership letter or ownership letter		
Substantiate / Comments		

2.3 Phase 3

Technical evaluation

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is **70%**. It must be noted that if the Bidder does not meet the **70%** minimum threshold, the bidder will be disqualified and not be evaluated further.

2.3.1 EXPERIENCE OF THE COMPANY

The company must have experience implementing and supporting Idu-Concepts

Please provide reference letters as proof for similar services or work done in the past 5 years.

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

Evaluation Criteria	Document as Evidence	Score	Weighting %
5 Reference letters and more	Reference letters	5	30%
4 Reference letters		4	
3 Reference letters		3	
2 Reference letters		2	
1 Reference letters		1	
No Reference letter(s) provided		0	

2.3.2 EXPERIENCE OF THE IDU TEAM

The team that will be assigned to CEF must have experience in maintaining and supporting Idu-Concept solution.

Provide a C.V. for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities.

Evaluation Criteria	Document as Evidence	Score	Weighting %
> 5 years of experience	CV of the Proposed team clearly listing the name of clients and work done	5	30%
5 years of experience		4	
> 3 years of experience but < 5 years of experience		3	
3 years of experience		2	
2 but < 3 years of experience		1	
< 1 year of experience/No CV submitted		0	

2.3.3 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 %
2.3.3.1 High Priority Incidents (Level 1) Turnaround time for restoring Idu-Concepts system when it is not accessible:	Draft SLA	10%
Evaluation Criteria	Document as Evidence	Weighting %
2.3.3.2 Medium Priority Incidents (Level 2) Turnaround time for restoring critical fault: a major function or component of the Idu-Concepts system is unusable	Draft SLA	10%

Evaluation Criteria	Document as Evidence	Weighting %
2.3.3.3 Low Priority Incidents (Level 3) Turnaround time for restoring non-critical system service that is down:	Draft SLA	10%
Evaluation Criteria	Document as Evidence	Weighting %
2.3.3.4 Updates and Changes Turnaround time for implementing enhancements and reporting requests	Draft SLA	10%