

RFQ 03 2025 (SITA RFB 1183 2022) ANNEXURE C - Technical Functional Requirements Evaluation
Criteria 2 Guide: Resources Experience and Certification

1. Technical Evaluation Criteria 2

Table 1: Summary of Technical Evaluation Criteria

Evaluation Criteria	Weight%	Rating Criteria
1. Resource Experience and Certification (Scoring criteria will be based on Table 2: Proposal for Resources per each Required Resource, in Line with Annexure B).	30%	1-73 = 1 74-146 = 2 147-219 = 3 220-292 = 4 293-365 = 5

2. RESOURCES REQUIREMENTS

Required the resources as follows:

Table 2: Resources Requirements per Required Service

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
1. Service Desk Management	<ul style="list-style-type: none"> Service Delivery Manager 	<ul style="list-style-type: none"> NQF level 7 Bachelor's Degree in IT or equivalent. ITIL Foundation certificate. Minimum 3 years ITSM tools experience. Minimum 2 years Project Management experience. Minimum of 5 years' experience as a Service Delivery Manager. 	All required qualifications and certifications are met	10 and above Years' as a Service Delivery Manager Above 6 Years' ITSM Tool Above 6 years' Project Management Experience	5	
			All required qualifications and certifications are met	6- 9 Years' as a Service Delivery Manager 4 - 6 Years' ITSM Tool 3-5 years' Project Management Experience	4	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
			All required qualifications and certifications are met	5 Years' as a Service Delivery Manager 3 Years' ITSM Tool 2 years' Project Management Experience	3	
			All required qualifications and certifications are met	3-4 Years' as a Service Delivery Manager 2 Years' ITSM Tool 1 years' Project Management Experience	2	
			All required qualifications and certifications are met	1-2 Years' as a Service Delivery Manager 1 Years' ITSM Tool Less than <1-year Project	1	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
				Management Experience		
	<ul style="list-style-type: none"> Incident Manager 	<ul style="list-style-type: none"> NQF level 6 National Diploma in IT or equivalent. ITIL Foundation certificate. Minimum 3 of years ITSM tools experience. Minimum of 3 years' experience in a similar environment. 	All required qualifications and certifications are met	Above 6 Years' in a similar environment Above 6 Years' ITSM Tool	5	
			All required qualifications and certifications are met	4 - 6 Years' in a similar environment 4 - 6 Years' ITSM Tool	4	
			All required qualifications and certifications are met	3 Years' in a similar environment 3 Years' ITSM Tool	3	
			All required qualifications and certifications are met	1-2 Years' in a similar environment 1-2 Years' ITSM Tool	2	
			All required qualifications and certifications are met	Less than <1 Year in a	1	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
				similar environment Less than <1 Year ITSM Tool		
	<ul style="list-style-type: none"> • Service Request Manager 	<ul style="list-style-type: none"> • NQF level 6 National Diploma in IT or equivalent. • ITIL Foundation certificate. • Minimum of 3 years ITSM tools experience. • Minimum of 3 years' experience in a similar environment. 	All required qualifications and certifications are met	Above 6 Years' in a similar environment Above 6 Years' ITSM Tool	5	
			All required qualifications and certifications are met	4 - 6 Years' in a similar environment 4 - 6 Years' ITSM Tool	4	
			All required qualifications and certifications are met	3 Years' in a similar environment 3 Years' ITSM Tool	3	
			All required qualifications and certifications are met	1-2 Years' in a similar environment 1-2 Years' ITSM Tool	2	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
			All required qualifications and certifications are met	Less than <1 Year in a similar environment Less than <1 Year ITSM Tool	1	
	<ul style="list-style-type: none"> Major Incident & Problem Manager 	<ul style="list-style-type: none"> NQF level 6 National Diploma in IT or equivalent. ITIL Foundation certificate. Minimum of 3 years ITSM tools experience. Minimum of 3 years' experience in a similar environment. 	All required qualifications and certifications are met	Above 6 Years' in a similar environment Above 6 Years' ITSM Tool	5	
			All required qualifications and certifications are met	4 - 6 Years' in a similar environment 4 - 6 Years' ITSM Tool	4	
			All required qualifications and certifications are met	3 Years' in a similar environment 3 Years' ITSM Tool	3	
			All required qualifications and certifications are met	1-2 Years' in a similar environment	2	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
				1-2 Years' ITSM Tool		
			All required qualifications and certifications are met	Less than <1 Year in a similar environment Less than <1 Year ITSM Tool	1	
	<ul style="list-style-type: none"> • Change & Release Manager 	<ul style="list-style-type: none"> • NQF level 6 National Diploma in IT or equivalent. • ITIL Foundation certificate. • Minimum of 3 years ITSM tools experience. • Minimum of 3 years' experience in a similar environment. 	All required qualifications and certifications are met	Above 6 Years' in a similar environment Above 6 Years' ITSM Tool	5	
			All required qualifications and certifications are met	4 - 6 Years' in a similar environment 4 - 6 Years' ITSM Tool	4	
			All required qualifications and certifications are met	3 Years' in a similar environment 3 Years' ITSM Tool	3	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
			All required qualifications and certifications are met	1-2 Years' in a similar environment 1-2 Years' ITSM Tool	2	
			All required qualifications and certifications are met	Less than <1 Year in a similar environment Less than <1 Year ITSM Tool	1	
	<ul style="list-style-type: none"> • Service Quality Manager 	<ul style="list-style-type: none"> • NQF level 6 National Diploma in IT or equivalent. • ITIL Foundation certificate. • Minimum of 3 years ITSM tools experience. • Minimum of 3 years' experience in a similar environment. 	All required qualifications and certifications are met	Above 6 Years' in a similar environment Above 6 Years' ITSM Tool	5	
			All required qualifications and certifications are met	4 - 6 Years' in a similar environment 4 - 6 Years' ITSM Tool	4	
			All required qualifications and certifications are met	3 Years' in a similar environment	3	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
				3 Years' ITSM Tool		
			All required qualifications and certifications are met	1-2 Years' in a similar environment 1-2 Years' ITSM Tool	2	
			All required qualifications and certifications are met	Less than <1 Year in a similar environment Less than <1 Year ITSM Tool	1	
	<ul style="list-style-type: none"> • Vendor Manager 	<ul style="list-style-type: none"> • NQF level 6 National Diploma in IT or equivalent. • ITIL Foundation certificate. • Minimum of 3 years ITSM tools experience. • Minimum of 3 years' experience in a similar environment. 	All required qualifications and certifications are met	Above 6 Years' in a similar environment Above 6 Years' ITSM Tool	5	
			All required qualifications and certifications are met	4 - 6 Years' in a similar environment 4 - 6 Years' ITSM Tool	4	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
			All required qualifications and certifications are met	3 Years' in a similar environment 3 Years' ITSM Tool	3	
			All required qualifications and certifications are met	1-2 Years' in a similar environment 1-2 Years' ITSM Tool	2	
			All required qualifications and certifications are met	Less than <1 Year in a similar environment Less than <1 Year ITSM Tool	1	
	• Knowledge Manager	<ul style="list-style-type: none"> • NQF level 6 National Diploma in IT or equivalent. • ITIL Foundation certificate. • Minimum of 3 years ITSM tools experience. • Minimum of 3 years' experience in a similar environment. 	All required qualifications and certifications are met	Above 6 Years' in a similar environment Above 6 Years' ITSM Tool	5	
			All required qualifications and certifications are met	4 - 6 Years' in a similar environment	4	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
				4 - 6 Years' ITSM Tool		
			All required qualifications and certifications are met	3 Years' in a similar environment 3 Years' ITSM Tool	3	
			All required qualifications and certifications are met	1-2 Years' in a similar environment 1-2 Years' ITSM Tool	2	
			All required qualifications and certifications are met	Less than <1 Year in a similar environment Less than <1 Year ITSM Tool	1	
	<ul style="list-style-type: none"> Service Catalogue Manager 	<ul style="list-style-type: none"> NQF level 6 National Diploma in IT or equivalent. ITIL Foundation certificate. Minimum of 3 years ITSM tools experience. 	All required qualifications and certifications are met	Above 6 Years' in a similar environment Above 6 Years' ITSM Tool	5	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
		<ul style="list-style-type: none"> Minimum of 3 years' experience in a similar environment. 	All required qualifications and certifications are met	4 - 6 Years' in a similar environment 4 - 6 Years' ITSM Tool	4	
			All required qualifications and certifications are met	3 Years' in a similar environment 3 Years' ITSM Tool	3	
			All required qualifications and certifications are met	1-2 Years' in a similar environment 1-2 Years' ITSM Tool	2	
			All required qualifications and certifications are met	Less than <1 Year in a similar environment Less than <1 Year ITSM Tool	1	
	<ul style="list-style-type: none"> Service Quality Coordinator 	<ul style="list-style-type: none"> NQF level 6 National Diploma in IT or equivalent. ITIL Foundation certificate. 	All required qualifications and certifications are met	Above 6 Years' in a similar environment	5	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
		<ul style="list-style-type: none"> • Minimum of 3 years ITSM tools experience. • Minimum of 3 years' experience in a similar environment. 		Above 6 Years' ITSM Tool		
			All required qualifications and certifications are met	4 - 6 Years' in a similar environment 4 - 6 Years' ITSM Tool	4	
			All required qualifications and certifications are met	3 Years' in a similar environment 3 Years' ITSM Tool	3	
			All required qualifications and certifications are met	1-2 Years' in a similar environment 1-2 Years' ITSM Tool	2	
			All required qualifications and certifications are met	Less than <1 Year in a similar environment Less than <1 Year ITSM Tool	1	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
2. Service Desk Operations services	<ul style="list-style-type: none"> Service Desk Operations Manager 	<ul style="list-style-type: none"> NQF level 6 National Diploma in IT or equivalent. ITIL Foundation certificate. Minimum of 3 years ITSM tools experience. Minimum of 2 years Project Management experience. Minimum of 5 years' experience in a similar environment. 	All required qualifications and certifications are met	10 and above Years' as a Service Delivery Manager Above 6 Years' ITSM Tool Above 6 years' Project Management Experience	5	
			All required qualifications and certifications are met	6- 9 Years' as a Service Delivery Manager 4 - 6 Years' ITSM Tool 3-5 years' Project Management Experience	4	
			All required qualifications and certifications are met	5 Years' as a Service Delivery Manager 3 Years' ITSM Tool	3	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
				2 years' Project Management Experience		
			All required qualifications and certifications are met	3-4 Years' as a Service Delivery Manager 2 Years' ITSM Tool 1 years' Project Management Experience	2	
			All required qualifications and certifications are met	1-2 Years' as a Service Delivery Manager 1 Years' ITSM Tool Less than <1 year Project Management Experience	1	
	<ul style="list-style-type: none"> Service Desk Team Leader 	<ul style="list-style-type: none"> NQF level 6 National Diploma in IT or equivalent. ITIL Foundation certificate. 	All required qualifications and certifications are met	Above 7 Years' in a similar environment	5	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
		<ul style="list-style-type: none"> • Minimum of 1-year ITSM tools experience. • Minimum of 3 years' experience in a similar environment. 		Above 4 Years' ITSM Tool		
			All required qualifications and certifications are met	4 - 6 Years' in a similar environment 2 - 3 Years' ITSM Tool	4	
			All required qualifications and certifications are met	3 Years' in a similar environment 1 Year ITSM Tool	3	
			All required qualifications and certifications are met	2 Years' in a similar environment Less than 1 Year ITSM Tool	2	
			All required qualifications and certifications are met	Less than 2 Years' in a similar environment Less than 1 Year ITSM Tool	1	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
	<ul style="list-style-type: none"> • Service Desk Engineer 	<ul style="list-style-type: none"> • NQF level 4 Matric. • A+ Certificate. • N+ Certificate. • Minimum of 1-Year ITSM tool experience • Minimum of 3 years' experience in a similar environment. 	All required qualifications and certifications are met	Above 7 Years' in a similar environment Above 4 Years' ITSM Tool	5	
			All required qualifications and certifications are met	4 - 6 Years' in a similar environment 2 - 3 Years' ITSM Tool	4	
			All required qualifications and certifications are met	3 Years' in a similar environment 1 Year ITSM Tool	3	
			All required qualifications and certifications are met	2 Years' in a similar environment Less than 1 Year ITSM Tool	2	
			All required qualifications and certifications are met	Less than 2 Years' in a similar environment	1	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
				Less than 1 Year ITSM Tool		
	<ul style="list-style-type: none"> • Service Desk Agent 	<ul style="list-style-type: none"> • NQF level 4 Matric. • A+ Certificate. • N+ Certificate. • Minimum of 1-Year ITSM tool experience • Minimum of 3 years' experience in a similar environment. 	All required qualifications and certifications are met	Above 7 Years' in a similar environment Above 4 Years' ITSM Tool	5	
			All required qualifications and certifications are met	4 - 6 Years' in a similar environment 2 - 3 Years' ITSM Tool	4	
			All required qualifications and certifications are met	3 Years' in a similar environment 1 Year ITSM Tool	3	
			All required qualifications and certifications are met	2 Years' in a similar environment Less than 1 Year ITSM Tool	2	

Service	Resource	Requirements	Qualification and Certification Score	Years of Experience	Weight	Score
			All required qualifications and certifications are met	Less than 2 Years' in a similar environment Less than 1 Year ITSM Tool	1	
Total Score						

NOTE:

- a. Bidders **MUST** provide resource' CVs, Qualifications and Certificates.
- b. Bidders **MUST** also complete **ANNEXURE A** and **Annexure B** of the BID Document.
- c. Any score below Weighting of 1 as per table above is considered a zero (0).
- d. **Resource Qualifications and Certification:** Bidders Scoring a weighting of Zero (0) for any resource as per table above means the bidder will result in a total score of (0) for this criteria item (Bidder Resources Experience and Certification); this means a bidder **MUST** at least score a weighting of one (1) per resource in order to be considered for this criterion (Bidder Resources Experience and Certification).
- e. **Resource Experience:** Bidders **MUST** meet all the required experience **per provided resource**. Failure to meet any of the required experience per provided resource, the Bidder will be scored zero (0) for that particular resource.

Evaluation Criteria 2 (Bidder Resources Experience and Certification): Rating Formulae breakdown

- **Max table Score = 365** (73 (Total number of bid resources) x 5 (maximum score per resource)).
- **365 is distributed evenly and divided by 5, for rating at 73 points intervals.**
- **The median rating in 3.**
- **Rating Range = 1 – 5. 30% total weight for Criterion 2 (Bidder Resources Experience and Certification).**

Rating Table:

Total Score	Rating
1-73	1
74-146	2
147-219	3
220-292	4
293-365	5