Guidance notes: Bidders are to read and understand the requirements contained on the below technical functionality criterias and provide the required documents to score points that qualify bidder to proceed to the next stage of the tender evaluation.

Area	Requirements	Provide Evidence /Supporting Documents as required	Scoring Matrix	Weighting (%) out of 100%	Guidelines/Comments
1. Reference Letters	The Bidder to provide references where similar services (i.e supply of end user devices) were undertaken successfully. Transnet reserves the right to verify the submitted reference letters.	The Bidder is expected to provide signed reference letters from clients confirming that similar projects to supply and deliver end-user devices were awarded to bidder and that they were succesfully executed and completed by bidder. The SIGNED reference letters should be in the customer's letterhead and detailed as follows; *Name of client, address, email *Position *Contact telephone/cellphone numbers *Contract Dates (Start and End Date) *Work performed/Services provided *Number of EUCD devices delivered *Contract value The signed reference letters submitted should NOT be older than five(5) years.	No Reference Letters = 0 One (1) reference letters = 8 Two (2) reference letters = 16 Three (3) reference letters = 24 Four (4) reference letters = 32 Five (5) or more reference letters = 40 *Award letters, Invoices, Purchase Orders will **NOT** be accepted for evaluation.* **NOTE**: All reference letters submitted by bidders will be verified.	40	All reference letters should be signed and submitted as per the requirements.
2. Delivery Lead Time	Bidder must provide a letter clearly stipulating the earliest delivery lead time the end user devices will be delivered to Transnet Property and also submit a detailed Gantt Chart Delivery Plan depicting how the End-user Computer devices will be delivered after a purchase order is to bidder (should they be successful).	Bidder must provide a letter confirming delivery lead time. The letter must be in the bidders company letterhead and must be signed off by bidder. *The Gantt Chart Delivery Plan must cover the following in order to score points:* * *Detailed activities that speaks to delivery of the various devices;* * *Clear timelines broken down into duration, start date, months and days in line with Lead Times committed above to deliver laptops.*	**Delivery Lead time:** Delivery lead time within a maximum period of less than 35 working days = 20 Turnaround time of delivery within a maximum period between 36 and 46 working days = 15 Turnaround time of delivery within a maximum period between 47 and 55 working days = 10 Turnaround time of delivery within a maximum period of more than 55 working days = 5 Letter confirming delivery lead time is not submitted by bidder = 0 **Gantt Chart Delivery Plan:** Gantt Chart submitted and covers the 2 topics = 20 Gantt Chart submitted and covers the 2 topics = 10 Gantt Chart not submitted = 0	40	Number of days committed on the delivery lead time section must correspond to the milestones on depicted on the Gantt Chart Delivery Plan.
3. Service Level Agreement	Bidder must submit a draft Service Level Agreement (SLA) that shows how the bidder will attend to all warranty related matters within the life of the contract.	Bidders must provide a three (3) year on-site Draft Service Level Agreement with a next business day support to Transnet Property should there be any warranty issues on the devices delivered within this period. The SLA must cover the following: * How calls will be logged within the duration of the warranty period (The time it will take to resolve calls and escalation period must be clearly articulated on the SLA); and * Prioritisation of calls logged by Transnet Property.	SLA not submitted by bidder = 0; SLA submitted by bidder and adequately covers one (1) out of the two (2) topics = 10; and SLA submitted by bidder and adequately covers the two required topics = 20 Bidders has	20	
				100	

	Minimum Technical Threshold	**70 Points**

NB. Bidders must meet the set minimum technical threshold in order to proceed to the next stage of the evaluation