

ISO 20000-1 SERVICE MANAGEMENT TECHNICAL EVALUATION CRITERIA				
TNPA/2023/07/0006/37726/RFP				
REQUEST FOR PROPOSAL ("RFP") FOR THE PROVISION OF INTERNATIONAL ORGANISATION FOR STANDARDISATION (ISO) CERTIFICATION AUDIT TO TRANSNET NATIONAL PORTS AUTHORITY FOR A PERIOD OF THREE (3) YEARS				
No.	Evaluation Criteria	Weighting	Technical Evaluation Criteria	Scoring guideline
1	Company Track Record	30	<p>Traceable Reference Letters (For confirmation purposes)</p> <p>The bidder must demonstrate a strong track record of client satisfaction by submitting a minimum of three (3) client reference letters indicating client's satisfaction on any Management System Certification services rendered in the past six (6) years (Measured from date of advertisement of this bid).</p> <ul style="list-style-type: none"> Reference letters must meet the below criteria: Reference letters must not be older than (6) six years. Reference letters must be on client's company letterhead. Client (I.e., Company name) and client key contact person must be specified on the letter along with key contact person contact details (email address and contact number). Indication of Contract Value and satisfaction with services rendered. Must be signed and dated by referee/key contact person. 	<p>3= Four (4) or more reference letters complying with all 5 requirements (set criteria)</p> <p>2= Three (3) reference letters complying with all 5 requirements (set criteria)</p> <p>1= One (1) – two (2) reference letters complying with minimum of 4 requirements (set criteria)</p> <p>0= No reference letters provided, or reference letters provided comply with minimum of 3 requirements (set criteria)</p>
2	Company Experience	40	<p>The bidder must demonstrate a strong track record of client satisfaction by submitting a minimum of two (2) client reference letters indicating client's satisfaction on ISO 20000-1 Standard (Management System) Certification services rendered to corporate clients in the past six (6) years (Measured from date of advertisement of this bid).</p> <p>The list must indicate:</p> <ul style="list-style-type: none"> Reference letters must meet the below criteria: Reference letters must not be older than (6) six years. Reference letters must be on client's company letterhead. Client (I.e., Company name) and client key contact person must be specified on the letter along with key contact person contact details (email address and contact number). Indication of Contract Value and satisfaction with services rendered. Must be signed and dated by referee/key contact person. 	<p>3= Evidence of 3 and above ISO 20000-1 Standard (Management System) certification services rendered submitted (3 or more relevant reference letters submitted)</p> <p>2= Evidence of 2 ISO 20000-1 Standard (Management System) certification services rendered submitted (2 relevant reference letters submitted)</p> <p>1= Evidence of 1 ISO 20000-1 Standard (Management System) certification services rendered submitted (1 relevant reference letters submitted)</p> <p>0= No relevant reference letters submitted /irrelevant ISO Standard/s (Management System) certification services rendered</p>
3	Years of Experience and Qualification for a Competent Auditor	30	<p>Years of Experience and Qualification for a Competent Auditor on ISO 20000-1 (Service Management System).</p> <ul style="list-style-type: none"> Professional to provide a CV with three contactable references. CV's must indicate years of work experience in ISO Standard/s certification audits. ISO 20000-1 training certificates. 	<p>3= Competent Auditor on ISO 20000-1 with 5 Years' experience or more in ISO certification – with references</p> <p>2= Competent Auditor on ISO 20000-1 with 4 Years of experience in ISO certification – with references</p> <p>1= Competent Auditor on ISO 20000-1 with 2-3 Years of experience in ISO certification – with references</p> <p>0= Certified and Accredited Auditor on ISO 20000-1 with < 1 Year of experience in ISO certification – with references/ No documents provided/irrelevant documents provided</p>
TOTAL		100.00		