

ANNEXURE E: TECHNICAL QUESTIONNAIRE FOR THE TECHNICAL DUE DILIGENCE SESSION EVALUATION - TCC/2024/12/0001/84866/RFP

Guidance notes: Site visit/ Reference evaluators to provide relevant notes/recordings/documentation/videos/photos reference in column H

Scope	Area	Requirements	Provide Evidence /Supporting Documents and Include as an Appendix to this Annexure and indicate reference hereunder	Scoring Criteria	Weighting (%) out of 100%	SCORING GUIDE	PROOF OF EVIDENCE REFERENCED (appendix reference or required answer for specific requirements in that row)
2. CLIENT REFERENCE CHECKS	2.1 Sourcing goals	To verify with reference that the bidder has successfully delivered on a outsourcing contract's sourcing goals	The reference client will be interviewed to verify the delivery track record of a past project(s) the bidder did in terms of whether the original RFP/Contract goals were met: e.g. reduce cost, increase flexibility, access to best practice, improve service delivery	Fully complies = 2 Partially complies = 1 Does not comply = 0	10%	Fully comply: > =80% of sourcing goals met. The bidder must indicate three or more of the following: - Reduce cost, - Increase flexibility, - Access to best practice, - Improve service delivery Partially comply : > 50% and < 80% of sourcing goals met.The bidder must indicate atleast two of the following: -Reduce cost, - Increase flexibility, - Access to best practice, - Improve service delivery Does not comply : < =50% of sourcing goals met	
	2.2 Supplier performance	To verify the supplier's capability to consistently perform according to the scope of the contract	The reference client will be interviewed to evaluate the bidder's past project performance, specifically to determine whether they successfully improved performance or if it declined.	Fully complies = 2 Partially complies = 1 Does not comply = 0	10%	Fully comply: Improvement of performance Partially comply :No improvement Does not comply : Deterioration of performance	
	2.3 Quality	To verify that the bidder has provided a good quality solution in key areas for the reference client	The reference client will be interviewed to verify the reference's satisfaction (Yes or No) with bidders delivery quality in the following key areas: 1) Service Management 2) Cyber Security Services on (Network Detection and Response) 3) Architecture 4) Project Management 5) Service Delivery	Fully complies = 2 Partially complies = 1 Does not comply = 0	20%	Fully Complies: All areas satisfied Partially Complies: 1 or 2 areas not satisfied or not delivered Does not Comply: > 2 areas not satisfied or not delivered	
	2.4 Transition project delivery	To verify that the bidder has effectively delivered on a transition project from a previous service provider for the reference client	The reference client will be interviewed to verify the reference's satisfaction (Yes or No) with bidders delivery quality in the following key areas for a transition project: 1) On time execution 2) On budget delivery 3) Effective Change Management 4) Effective testing 5) Effective overall project Management	Fully complies = 2 Partially complies = 1 Does not comply = 0	15.0%	Fully Complies: <=1 area not satisfied Partially Complies: 2 areas not satisfied Does not Comply: > 2 areas not satisfied or not delivered	
	2.5 Relationship management	To verify the bidder's capability to provide effective relationship management	The reference client will be interviewed to verify their overall perception of the bidders capability to provide effective relationship management	Fully complies = 2 Does not comply = 0	10%	Fully Complies: Satisfied relationship management Does not Comply: Dissatisfied relationship management	

	2.6 Effectiveness in Threat Detection and Response	To verify the bidder's capability in providing NDR Solution to mitigate cyber attacks	The reference client will be interviewed to get feedback on the solution's effectiveness in detecting and responding to security threats.	Fully complies = 2 Partially complies = 1 Does not comply = 0	10%	Fully Complies: Satisfied on feedback regarding detecting security threats, and examples. of incidents detected and responded to. Partially Complies: if one of the two is provided Does not Comply: Dissatisfied by the answers given	
	2.7 NDR	To verify the bidder's capability to provide an effective Network Detection and Response solution	The reference client will be interviewed to verify their overall experience of the bidders capability to provide and run an Network Detection and Response Solution for the services in scope	Fully complies = 2 Does not comply = 0	10%	Fully Complies: Fully satisfied with the bidder's capability to provide the Network Detection and Response solution. Does Not Comply: Not satisfied with the services within the defined scope.	
	2.8 Technical staff capability	To verify the bidder's qualify of technical staff	The reference client will be interviewed to verify their overall perception of the bidders technical staff quality (certification, training, professionalism, etc) in the following key areas: 1) Deployment services 2) Network Detection and Response services 3) Maintenance services	Fully complies = 2 Does not comply = 0	15.0%	Fully Complies: all areas satisfied Does not Comply: =/ >1 areas not satisfied or not delivered	
TOTAL					100%		
Minimum Threshold					70%		