

TECHNICAL EVALUATION SCORECARD: PROVISION OF SERVICES FOR PROPOSED ELECTRONIC DOCUMENT RECORDS AND MANAGEMENT SYSTEM

TRANSNET

EVALUATION CRITERIA FOR THE PROVISION OF SERVICES FOR PROPOSED ELECTRONIC DOCUMENT RECORDS AND MANAGEMENT SYSTEM PROJECT FOR A PERIOD OF FIVE (5) YEARS



Technical Evaluation Sheet

Bidder Name: _____

Nr	CATEGORY	Total Weight	Weight	Requirements	Type of Proof / Detail to be submitted	Model Answer
	Scope of Work: EvaluationCriteria					3 - The bidder fully meets requirements and value adding is extensive 2 - Meets critical requirements 1 - Partially meets requirements 0 - Company can not meet, high risk
1	Customer Experience	15				Model Answer
1.1	Customer references		15	The tenderer shall supply customer references from current or previous customers where an EDRMS was implemented and maintained in a company. As a minimum, the following EDRMS functionality must have been implemented and form part of the customer reference letter detailing how the below functionalities were executed: 1.Document automation with ability to manage and track records 2.Electronic records management, capturing and storage. 3.Document management workflow. 4.Scanning interface 5.Electronic signatures 6.Information classification 7.Integration with SharePoint and Office 365 8.Migration and back scanning of paper records	The letter must contain the following details: a) Signed Customer reference letter, on the company letterhead b) Indicating the Customer contact detail and Period / Duration of the contract c) Detailing the functionality implemented	0 = No Response, unsigned letters, and no EDRMS functionality requirements met 1 = Reference letter(s) indicating customer contact details and period/ duration of contract provided with less than minimum EDRMS functionality requirements met 2 = Two (2) reference letters indicating customer contact details and period/ duration of contract provided with all minimum EDRMS functionality requirements met 3 = Three (3) or more reference letters indicating customer contact details and period/duration of contract provided with all minimum EDRMS functionality requirements met
2	Functional Capabilities	20				Model Answer
2.1	Functional requirements		20	The Tenderer must provide the solution's functional description of the EDRMS module/functionality: As a minimum the following module/functionality is required: 1.Document management workflow. 2.Records management flow. 3.Voice recording support. 4.Image processing 5.Scanning 6.Knowledge management. 7.Digital tool/ virtual reality enablement. 8.Authorization framework. 9.Offline archiving. The above functionalities should have the capability to: a.retrieve, b.search and c.display documents and records that are stored in TNPA systems such as intranet etc. d.Process images & maps in a more advance way other than image enhancement & quality in different combinations of technical resolution, bit depth, formats and compression based on specific format of original paper record. e.Collaboration capabilities to provide real time information exchange	Detailed functional description for the EDRMS module/functionality as indicated below, but not limited to: a)Document management flow oEffective access and security control over records. b)Records management flow oSupport the filling of the physical records until the disposal/ archive stage. oAutomation of file plan including retention schedule administration. c)Support retention holds. c)Voice recording support oIndexing and classification of voice recorded meetings. d)Image processing oAutomation of documents, indexing, classification and filing. e)Knowledge management oIntegration of knowledge management systems, retention strategies and methodologies. f)Digital Tool/ Virtual oStore all versions of the port plans and drawings for all ports. g)Authorization framework h)Offline archiving i)Electronic Signature oUsers must be able to sign. oThe EDRMS should have multiple interfaces for different functions. For example, there should be a capability to provide an e-signature through different devices (mobile, tablet, laptops, desktop computer). oThe EDRMS must have the ability to automatically detect if changes have been made to a document after it has been signed, and if so, must nullify the signature on the edited document.	0 = No Response 1= below minimum module/functionality requirements met 2 = all nine (9) minimum module/functionality requirements met 3 = all nine (9) minimum and any additional module/functionality.
3	Technical Capabilities	30				Model Answer
3.1	System integration		20	The Tenderer must provide the proposed solution's technical description of the required integration capabilities As a minimum the following integration capability is required: 1.Integration with SAP and Non-SAP system (TNPA systems) to search, retrieve and visualize documents for at least 3 systems. 2.It must intergrate with active directory. The following additional (above minimum) module/functionality will be an added advantage: 1.Integration with key TNPA systems to search, retrieve and visualize documents for more than three (3) systems	The Tenderer must provide the proposed solution's technical capability of the required integration capabilities As a minimum the following integration capability is required: 1.Integration with SAP and Non-SAP system (TNPA systems) 2.Active Directory.	0 = No Response 1= below minimum capability requirements met 2 = all two (2) minimum capability requirements met 3 = all two (2) minimum and all above minimum (additional) capability requirements met
3.2	System integration		5	The Tenderer must provide a technical capability of the Modularity and Scalability capabilities of the proposed system. As a minimum the following capabilities are required: 1. Must be able to handle high volumes. 2. Must be able to handle concurrent users 3.Must be able to search and retrieve across systems and applicatons	The Tenderer must provide a technical description of the Modularity and Scalability capabilities of the proposed system. 1. Integration to SAP and Non-SAP Systems 2. Availability of APIs and Web Services to enable information sharing 3. Capability to handle retrival, search and visualization of records from various TNPA system simultaneously and concurrent users to search, retrieve and visualize documents for more than three (3) systems.	0 = No Response 1= below minimum capability requirements met 2 = all three (3) minimum capability requirements met 3 = all three (3) minimum requirements met and additional capability
3.3	Risk & Security enablement		5	The Tenderer must provide a solution's technical description of the Information and Cyber Security capabilities of the proposed system As a minimum, the following Information and Cyber Security capabilities are required: 1.Authentication capability 2.Audit Logs 3.Compliance 4.Accountability 5.Cyber Testing Format The following additional (above minimum) Information and Cyber capabilities will be an added advantage: 6.Provide one (1) Cyber Test plans 7.Provide two (2) Cyber Test plans 8.Provide three (3) Cyber Test plans	Provide solution technical description of the following Information and Cyber Security capabilities a)Authentication and Authorization b)Security audit logs c)Compliance with POPIA act d>Data Security e)Cyber Security penetration testing f)Cyber Security test plans	0 = No Response 1= below minimum capability requirements met 2 = all five (5) minimum capability requirements met 3 = all five (5) minimum met, and the above minimum (additional) capability requirements met
4	Skills Transfer	10				Model Answer
4.1	Skills Transfer		10	The Tenderer must provide a skills transfer proposal for TNPA technical personnel. As a minimum, the following Skills Transfer proposals are required 1.First-line functional support 2.First-line technical support The following additional (above minimum) Skills Transfer proposals will be an added advantage: 1.System Administration 2.Database Administration	Provide a Skills Transfer Plan with timelines aligned to the project lifecycle for the following functions: a)First line functional support b)First line technical support c)Database administration d)System administration	0 = No Response 1= below minimum skills transfer requirements met 2 = all two (2) minimum skills transfer requirements met 3 = all two (2) minimum and above minimum (additional) skills transfer requirements met
5	Company Accreditation	10				Model Answer
5.1	Bidders' accreditation		10	The Tenderers must provide valid relevant accreditation certifications specific to the proposed solution 1.As a minimum requirement, at least one Quality or Partner Certification is required The following additional (above minimum) Quality or Partner Certification information will be an added advantage: 2.Two and above Quality or Partner Certification provided	Provide Valid accreditation or certification: a)Quality Certification oInternational Organization for Standardization (ISO27001) oCapability Maturity Model Integration (CMMI) b)Partner Certification oOriginal Equipment Manufacturer (OEM) oOriginal Software Manufacturer (OSM)	0 = No Response 1 = One (1) Quality or Partner accreditation/certification provided 2 = Two (2) Quality or Partner accreditation/certification provided 3 = Three (3) Quality or Partner accreditation/certifications provided
6	Fault Logging Methodology	10				Model Answer
6.1	Fault logging framework		10	The Tenderers must provide fault logging and resolution approach/methodology proposal for the proposed solution As a minimum, the following fault logging and resolution approach/methodology proposal is required 1.Fault Logging Approach 2.Classification of faults/incidents The following additional (above (minimum) fault logging and resolution approach/methodology proposal is required will be an added advantage: 1.Service Level Agreements/ and resolution turnaround times	Propose a fault Logging Methodology to include the following but not limited to: a)Fault Logging Approach -Method/s of call/fault logging -Acknowledgement notification -Escalations b)Classification of faults/incidents -Severity level 1 -Severity level 2 -Severity level 3 -Severity level 4 c)Service Level Agreements/ and resolution turnaround times -Severity level 1 oresolution by 8 hours -Severity level 2 oresolution by 24 hours -Severity level 3 oresolution by 48 hours -Severity level 4 oresolution by 72 hours	0 = No Response 1= below minimum fault logging requirements met 2 = all two (2) minimum fault logging requirements met 3 = all two (2) minimum requirements met and the above minimum (additional) fault logging requirements met
7	Disaster Recovery Plan	5				Model Answer
7.1	Backup and disaster recovery plan		5	The bidder must provide evidence of its ability to do the following: 1. Implement and maintain backup and restoration capabilities. 2. Perform error and omission-free backups in line with Transnet's 7-year data retention requirements. Submission of the following will serve as an added advantage: 1. Provide on demand evidence of disaster recovery and back up testing during the project life cycle.	1. Disaster recovery plan. 2. Backup plan.	0 = No Response 1= minimum requirements not met 2 = minimum requirements met 3 = minimum requirements met with additional capabilities

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