Scope of works and Evaluation Criteria

Service Provider MUST comply with ALL the criteria below to be evaluated further (if applicable):

Mandatory Criteria	Proof Required
Detailed Company Profile showcasing **experience**, **skills** and **abilities** of the Bidder	Company Profile Document
Ownership of the solution as an OEM or Accredited Reseller	OEM letter or Certified copy of Reseller agreement
The bidders must provide the solution architecture for the proposed solution	Solution Architecture Document

1.1. Functional / Quality Criteria

Functional criteria	Points	Proof Required
Successfully implemented projects for the business strategy execution and reporting solution. Attach document list of projects completed displaying the following: • *Project Name* • *Customer Name* • *Scope of Work* • *Start Date of the Project* • *End Date of Project* • *Contact Details of Customer* **Evaluation indicators** 7 or more projects --> **30 Points** **4 – 6 projects** --> **20 Points** **1 – 3 Projects** --> **10 Points** **0 or no Projects** --> **0 Points**	**30**	**Complete table 1**
Provide 3 contactable references of previous successful implementation of a business strategy execution and reporting solution: • Four or more references → 20 points • Two to Three references → 10 points • One reference → 5 points • Zero references → 0 points	**20**	**REFERENCE letters/ affidavit**
Indicate how long it will take the service provider to implement the business strategy execution and reporting solution at SENTECH: • Three months or less → 40 points • More than Three months to Five months → 20 points • More than Five months → 0 points	**40**	**Provide Project Plan with deliverables and timelines/duration**
Certified Project Manager with experience in leading teams in the design, development and implementation of business strategy execution and reporting software. Attach detailed resume and project management certification of the resource. If Project Management certification or resume is not provided the Bidder will be scored 0 points. **Evaluation indicators** Certified PM with 8 years of experience or more --> **30 Points** Certified PM with **between 6 and 7 years of experience** --> **20 Points** Certified PM with b**etween 4 and 5 years of experience** --> **10 Points** Certified PM with less than 3 years of experience --> **0 Points**	**30**	**Provide Certificate and CV of a Project Manager indicating experience**

Bidder **MUST PROVIDE A DETAILED** Methodology Proposal and must cover ALL aspects under section Scope of Work'. Additionally, the proposal must include a Project Plan and supporting project resources that will assist with the implementation of the solutions" Bidders are encouraged to give additional suggestions and complementary alternative designs and approaches in their responses. **Evaluation indicators** **Excellent methodology** – Comprehensive end-to-end methodology and proposal submitted. Meets all of our defined specifications and scope. Exceeds expectations. High probability of success in achieving all requirements and objectives. Proposal is very innovative --> **40 Points** **Good methodology** – End-to-end methodology and proposal submitted. Fully meets most of our defined specifications and scope. Very good probability of success in achieving all requirements. Proposal will achieve all objectives in a reasonable fashion --> **30 Points** **Average methodology** – Fairly acceptable methodology and proposal submitted. Meets at a minimum level our basic defined specifications and scope. Has a reasonable probability of success in achieving all requirements. Proposal will achieve some objectives but not all --> **20 Points** **Poor methodology–** Methodology and Proposal Falls short of meeting basic defined specifications and scope. Has a low probability of success in achieving our requirements. Proposal does not meet expectations or the information is missing altogether --> **10 Points** **No methodology has been attached/submitted** **0 Point**	**40**	**Methodology proposal**
Total Points:	160	

Total minimum qualifying functional score is 110 points or more. When achieving this minimum qualifying functional score, a Bidder MUST score more than 0 points in each criterion to be evaluated further on System Demonstration and Presentation.

1.2. System Demo and Presentation Criteria

Qualifying Bidders under Functional Evaluation will be given 30min to 45min each for presentation and demonstration.

Scoring Key:

SCORE	DEFINITION
5	Very Good: Exceeds Expectations
4	Good: Meets Expectation
3	Standard: Meets most expectations
2	Adequate: Meets some expectations
1	Unsatisfactory: Misses most expectations
0	Substandard: Falls far below expectations

Demo Evaluation Criteria	Score
1. User Interface and Ease of Use	
2. KPI Tracking and Reporting	
3. Strategic Initiative Management	
4. Data Integration and Accessibility	
5. Reporting and Analytics	
6. Workflow and Collaboration	
7. Visualization and Strategy Mapping	
8. Security and Compliance	
9. Scalability and Hosting	
10. Support and Maintenance	
11. Demonstration of Unique Features	
12. Customization	

Total minimum qualifying Score is 40 points or more out of a possible 60 points System to qualify for the next stage of evaluation

1.3. Minimum Score to Qualify (applicable to Functional Criteria)

Minimum Score to Qualify for Further Evaluation	**Minimum Score to Qualify for Functional criteria = 110** **Minimum Score to Qualify for System Demo Criteria = 40** **[150]**

1.4. Pricing Data

Bidder must provide summary of pricing in below breakdown and also attach detailed pricing for the whole project.

Milestone	Deliverable	Amount
Milestone 1	Signed-Off Project Plan	
Milestone 2	Signed Off Requirements Analysis Report Signed Off Process Documentation	
Milestone 3	User Subscription Fees Solution and Hosting Fees	
Milestone 4	Signed Off Solution Design and Configuration Report	
Milestone 5	Signed Off Testing Report.	
Milestone 6	Signed Off- Training Report Signed Off Go-Live Report	
Milestone 7	Signed Off Post Go-Live Report Signed Off Project Handover Report	
	Sub Total	
	Vat	
	Total (Including vat)	

2. Scope of work

Sentech is a state-owned company and is the largest broadcasting signal distributor in South Africa. Sentech is a licensed Electronic Communications Network Service provider in South Africa. It currently operates many telecommunication networks for Satellite, Television, Radio, Internet and more. As such, Sentech is a global enabler of broadcasting and digital content delivery.

Data, information, and insights are elements that surround any business or entity. As a result, any entity is always in need of the best data driven online tools and platforms that will make reporting automated, easier, faster, and more effective.

Sentech seeks a solution that can automate and digitize the data collection, aggregation, and data analytics for the purpose of producing enriched reports. Sentech has reporting requirements that are derived from existing legislation that govern our functions, including reporting requirements from the shareholder and parliament. To keep business objectives, and key business indicators at the fore front of decision making, Sentech seeks the services of a supplier to design, develop, and implement a centralised business reporting dashboard and strategy execution software.

Sentech has multiple reporting requirements for both internal and external use. The key areas that are required for reporting are amongst others:

- Performance tracking against Corporate KPIs,
- Financial performance reports
    - Financial sustainability measures
    - Revenue growth
    - Profitability measures
- Balanced scorecards and Management reports
- Customer satisfaction tracking and related brand indices and reports
- Network performance reports
- Tracking and Monitoring of strategic projects and initiatives
- Human capital reports
- Stakeholder management reports
- Legal and Regulatory reports
- Risk management tracking and reports
- Procurement reports

Sentech utilises a vast array of software and enterprise platforms that have been deployed to facilitate everyday business functions and activities.

SENTECH SOC is currently using SAP ECC 6.0 EhP4 as the core business enterprise resource planning (ERP) system. The core SAP ECC modules are:

- Financial Accounting (FI), Controlling (CO),
- Enterprise Asset Management (EAM),
- Human Capital Management (HCM),
- Materials Management/Inventory Management (MM/IM),
- Plant Maintenance (PM),
- Project Systems (PS) and
- Sales & Distribution (SD).

SENTECH also has the following SAP suits:

- Employee Self Service/Manager Self Service (ESS/MSS),

- Governance Risk and Compliance (GRC),
- Customer Relationship Management (CRM),
- Supplier Relationship Management (SRM).

In terms of planning Sentech is guided by the PFMA and relevant treasury regulations that give the requirements for and regulate the development and submission of Strategic plans and related monthly, quarterly and annual performance reports. Sentech utilises the Medium-Term Expenditure Framework (MTEF) 3 to 5-year planning framework to set out expenditure, revenue plans and to strengthen the link between policy and strategic objectives, implementation plans and available resources.

A 5-year Strategic and Performance Plan (SPP) is developed per election cycle and lays the foundation for the development of the Annual Performance Plans (APP). The purpose of the Annual Performance Plans (APP) is to set out what Sentech intends to do in the upcoming financial year towards progressively achieving the full implementation of the 5-year Strategic and Performance Plan. The APP covers the upcoming financial year and the subsequent two years in line with the MTEF.

Sentech strategic objectives are aligned to shareholders priorities over the MTEF which informs its strategic initiatives and corporate KPIs. Sentech uses the Balanced Scorecard approach to implement and monitor Corporate KPI and strategic initiatives.

Sentech as 11 Divisions that directly or indirectly provide input during preparation of monthly, quarterly and or annual performance reports. Sentech's standard number of reports are 8 Monthly reports: 4 Quarterly reports and 1 Annual report. The data inputs and subsequent reports produced will require either a 2 or 3 level approval workflow capability, with the KPI owner and Chief Strategy officer as final approvers prior to the report filtering to the Company Secretariate Office. The main tools and file formats of data used to develop, and measure strategy performance are word, excel, PowerPoint and SharePoint

Solution Requirements, Scope and General Functionality

Sentech requires a solution and system that can automate its strategy management and reporting process. This will assist in reducing manual work in preparing reports and the tracking of company performance against corporate KPIs and strategic initiatives. The solution must provide for the following minimum requirements, scope and general functions:

- Track key performance indicators at different institutional level as well as at project level.
- Manage implementation of strategic initiatives through, data collection, assessment and tracking of indicators. (input, output, outcome, impact)
- Capability to publish and use data sources easily and users can create online and offline reports
- Solution should allow users to integrate and deliver reports and dashboards in real-time.
- Self-service capability to create reports in order to investigate success along key performance indicators associated to strategic goals.
- Solutions must have data filters and drill-down capability
- Solutions must have web-based client as primary user interface

- Solutions must have independent and or interconnected visualizations (ability to connect KPIs or programs across the organization through either matrix structure or tree structure. This capability should assist to determine relationships between the different institutional levels in achieving key performance indices.
- Solutions must have import & export capability of data and reports from other systems, sources or file formats (pdf, excel, word. PowerPoint, etc.) and provide for administrator access to capture data and content.
- Solutions must have collaboration, task allocation, comments or notification capability
- Solution must have capability to link task allocation to strategic goals
- Solutions must have storyboarding capability, including drawing insights from trends and patterns.
- Solutions must provide access to reports and dashboards via the web, mobile or any devices from remote locations
- Solution must have option for Single Sign-on using Microsoft AD
- Solution must have options for confidentiality in data management including hide identity options
- Solution must have capabilities that enable platform security and administering of users/groups/active directory and roles
- Solution must have full encryption
- Solution must be hosted in the cloud (an option for on premise server hosting should however be available)
- Solution Datacenter must be hosted in South Africa
- Sentech Solution must facilitate quality assurance, auditing of platform access and utilization, availability and disaster recovery
- Solution must facilitate and support large datasets and perform reasonably well with high volume and velocity of data
- Solution should have some analytics capability and support mechanism to integrate with other tools and platforms for predicative analytics, data mining and possible machine learning
- Solution should have self-help capability, training videos and online support resources covering; (FAQs, knowledge database and samples)
- Solution must provide user and admin licensing including provision for full support and maintenance
- Solution must make provision for imports of historical data and facilitate trend and time series analysis
- The solution must have functionality to limit access to data that requires approval before it is made public.
- The solution must have role based access control so that predefined roles determine what access the user has.
- The solution must be able to regulate access according to which operations each user should be able to perform on data fields (read, write, modify, or delete).
- The solution must be able to present the management model in report form (Word, PowerPoint)
- The solution must be able to send reports via e-mail when events occur
- The solution must be able to print a report with a complete table of contents to simplify the use of the report.
- The solution must be able to print reports directly in Word/ PDF format
- The solution must be able to distribute reports to individuals or groups of employees or make them available via scorecards, perspectives, strategic objectives
- The solution must be able to link a project / initiative to one or more management objects (e.g. KPIs)
- The solution must be able to assign responsibility for an initiative or parts of one to specific persons.
- The solution project / initiative capability must at least consist of activities and milestones.

- The solution must have functionality for following up projects / initiatives
- The system should contain an ability to characterize project / initiative by type or category.
- The solution scorecard capability must support different time frequencies and periods. A scorecard must be able to have KPIs that can be measured in time periods that deviate from the scorecard's reporting period
- The solution must have functionality for displaying strategy maps, including cause and effect relationships between the strategic objectives. It must be possible to see result achievement for strategic objectives in the strategy map using traffic lights (red, yellow, and green).
- The solution must be able to get a quick overview over deviations (e.g. initiatives that are not completed, etc.)
- The solution must be able to connect comments to each KPI. It must be possible to show comments for the current period and several previous periods at the same time.
- The solution must support cascading of scorecards / models to underlying organizations with the supported aggregations.

TABLE 1: REFERENCES

Please complete the customer reference table and relevant Contact telephone number and attach reference letters.

Customer		Service Provided	Contact Person	Contact tel. no.	Contractual commencement date	Contractual completion date
1						
2						
3						
4						

Customer		Service Provided	Contact Person	Contact tel. no.	Contractual commencement date	Contractual completion date
5						

Name of Tenderer	**Signature**	**Date**