



Tender Technical Evaluation Strategy

SUPPORT SERVICES
MATLA POWER
STATION

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1. INTRODUCTION

Eskom Matla Power Station intends to enter a 3 years contract for Provision of Telephone Management System for Matla Power Station for a period of 3 years with an experienced reputable service provider.

2. SUPPORTING CLAUSES

2.1 SCOPE

This document outlines the technical criteria and the process to be followed when evaluating tender documents to ensure that the contract is concluded with a suitable contractor who will be able to Provision of Telephone Management System at Matla Power Station for a period of 3 years.

2.1.1 Purpose

The purpose of this tender technical evaluation strategy is to define the Mandatory Evaluation Criteria, Qualitative Evaluation Criteria and TET member responsibilities for this tender technical evaluation. The technical evaluation strategy serves as basis for the tender technical evaluation process.

2.1.2 Applicability

Matla Power Station Support Services(Office Services)

2.2 NORMATIVE/INFORMATIVE REFERENCES

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

2.2.1 Normative

- [1] 240-168966153: Generation Tender Technical Evaluation Procedure
- [2] 240-48929482: Tender Technical Evaluation Procedure (Transmission and Distribution)
- [3] 32-1033: Eskom Procurement and Supply Chain Management Policy
- [4] 32-1034: Eskom Procurement and Supply Management Procedure

2.2.2 Informative

ISO 9001:2015 requirements

OHS Act

Controlled Disclosure: Controlled Disclosure to external parties (either enforced by law, or discretionary).

2.3 ABBREVIATIONS

Abbreviation	Description
OHS Act	Occupational Health and Safety Act
TET	Technical Evaluation Team

2.4 ROLES AND RESPONSIBILITIES

As per 240-168966153: Generation Tender Technical Evaluation Procedure for Generation

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OR

240-48929482: Tender Technical Evaluation Procedure for Transmission and Distribution

2.5 PROCESS FOR MONITORING

All Technical evaluation team members will be required to evaluate all tenders. The average score for all TET members will be used as the final score of the evaluation. Should a TET member not find some documents of the tenderers for scoring, all TET members will be required to scrutinise all the documents to ensure they did not by mistake miss the applicable document while going through the folder.

2.6 RELATED/SUPPORTING DOCUMENTS

TET member appointment letters

3. TENDER TECHNICAL EVALUATION STRATEGY

3.1 TECHNICAL EVALUATION THRESHOLD

The minimum weighted final score (threshold) required for a tender to be considered from a technical perspective is 70%.

3.2 TET MEMBERS

Table 4: TET Members

TET number	TET Member Name	Designation
TET 1	Zodwa Gumbi	Manager Support Services
TET 2	Nothando Ntenga	Officer Business Support
TET 3	Phumzile Mbeje	Senior Clerk General Administration

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3.3 MANDATORY TECHNICAL EVALUATION CRITERIA

This criteria must be achieved before the supplier can be scored technically.

Table 5: Mandatory Technical Evaluation Criteria

Mandatory Technical Criteria Description	Reference to Technical Specification / Tender Returnable	Motivation for use of Criteria
The supplier shall submit the following proof: Minimum 5 years' experience. Submit a traceable, positive reference letters from previous public or private sector clients for similar PABX/TMS installations.	Proof of 5 years experience form Current or Previous client. (Reference letter with Contract number or Order number and contactable details)	A well experienced and established telecommunication service provider to ensure that software integrates flawlessly with the existing hardware, software, and Unified Communications.

3.4 Qualitative Technical Evaluation**Table 5: Qualitative Technical Evaluation Criteria**

	Qualitative Technical Criteria Description	Reference to Technical Specification / Tender Returnable	Criteria Weighting (%)	Criteria Sub Weighting (%)
	Service Provider to achieve 70% score to pass the technical Evaluation			
1.	Methodology & Project Plan: A detailed, logical implementation plan outlining the following:		40%	

	1.1	Project implementation plan			5%
	1.2	Hardware deployment			5%
	1.3	User training			5%

	1.4	Downtime and reliable technical support			5%
	1.5	Lightning/surge protection			5%
	1.6	Equipment insurance.			5%
	1.7	Software upgrades			5%
	1.8	System maintenance			5%
2	Technical Capabilities and System Features (Detailed Presentation /Brochure)				30%
	2.1	Automated notifications: to users/managers:			5%
	2.2	Automated Reporting & Analytics: Real-time call logging, duration tracking, and custom report generation.			5%
	2.3	Integrations: Seamless ability to integrate with existing infrastructure (e.g., MS Teams, PABX, VoIP).			5%
	2.4	System Redundancy: Built-in failover capabilities and hosted uptime guarantees.			5%
	2.5	Call barring functionality: for unauthorised numbers			5%
	2.6	View and manage telephone calls: from any web-based device			5%
3.	Technical Expertise and Experience of the staff to be assigned to this project			30%	
	2.1	NQF 5 or more and 5 years' experience in Telecommunication	Attach CV with contactable references and copies of Certificates		30%
	2.3	NQF 5 or more and 3 years' experience in Telecommunication			20%
	2.4	NQF 5 and 2 years' experience in Telecommunication			10%

TOTAL = 100

3.5 TET MEMBER RESPONSIBILITIES

In Table 8 identify the TET members allocated to review/evaluate each Qualitative criterion (minimum 2 evaluators per criteria / sub-criteria)

Table 7: TET Member Responsibilities

Mandatory Criteria Number	TET 1	TET 2	TET3
1	X	X	X
Qualitative Criteria Number	TET 1	TET 2	TET 1
1	X	X	X
2	X	X	X
3	X	X	X

3.6 FORESEEN ACCEPTABLE / UNACCEPTABLE QUALIFICATIONS**3.6.1 Risks****Table 8: Acceptable Technical Risks**

Risk	Description
1.	Telephone management system down time due to power failure or any other interruption from end user side.

Table 8: Unacceptable Technical Risks

Risk	Description
1.	Submission of fraudulent documentation or documentation that is not valid
2.	Provision of uncontactable references in the referral letter.

3.6.2 Exceptions / Conditions**Table 8: Acceptable Technical Exceptions / Conditions**

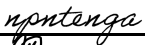
Risk	Description
1.	N/A
2.	

Table 1: Unacceptable Technical Exceptions / Conditions

Risk	Description
1.	N/A
2.	

4. AUTHORISATION

This document has been seen and accepted by:

Name	Designation	Signature
Nothando Ntenga	Officer Business Support	
Zodwa Gumbi	Manager Support Services	
Elias Katasa	Finance Manager	

5. REVISIONS

Date	Rev.	Compiler	Remarks

6. DEVELOPMENT TEAM

NP Ntenga

NA Gumbi

7. ACKNOWLEDGEMENTS

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