

**THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE INTERNET AND GLOBAL SYSTEM FOR
MOBILE SERVICES (GSM) FOR CEF OVER A PERIOD OF THREE (3) YEARS.**

1. Evaluation Criteria

1.1 PHASE 1: ADMINISTRATIVE EVALUATION CRITERIA

Initial Screening Process: At this phase bidder's response are reviewed to check if bidders have responded according to CEF (SOC) Ltd RFP document.

1.2 PHASE 2: TECHNICAL REQUIREMENTS

1.2.1 MANDATORY REQUIREMENTS

At this phase bidders must submit the required supporting documents to substantiate compliance to the following requirements. It must be noted that if the Bidder does not meet any of the requirements, the bidder will be disqualified and not be evaluated further.

Description	Comply	Not comply
1.2.1.1 The bidder must be accredited by ICASA Bidders must attach a valid ICASA Electronic Communication Network Services (ECNS) certificate or License		
Substantiate (if necessary) and provide relevant proof		
1.2.1.2 Bidders must have a valid information security management certificate such as ISO 27001 certificate or equivalent		
Substantiate (if necessary) and provide relevant proof		
1.2.1.3 Bidder must provide service level agreement that clearly indicate the following critical requirements: • In the event of equipment failure or service unavailability the service provider must ensure that the equipment is replaced or repaired, and the service is restored within 4 hours. • The service provider must provide 24/7 support.		

• The service provider must provide a guaranteed 1 :1 contention ration for both local and international connectivity on the primary line. • The service provider must provide a service availability guarantee of no less than 99.5 uptime as a Service Level Agreement, and the SLA must be subject to penalties. • The service provider must provide a bandwidth utilisation monitoring system for active monitoring.		
Substantiate (if necessary) and provide relevant proof		
1.2.1.4 The Bidder must provide relevant proof (e.g. satellite map or confirmation letter that they have fibre network infrastructure in the area where CEF office are. (i.e. There must be existing fibre cable passing along or near Ann Crescent, Strathavon, Sandton, 2031		
Substantiate (if necessary) and provide relevant proof		

1.2.2 TECHNICAL /FUNCTIONALITY CRITERIA

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is **80%**. It must be noted that if the Bidder does not meet the **80%** minimum threshold, the bidder will be disqualified and not be evaluated further.

1.2.2.1 Ability to meet the Guaranteed infrastructure availability with Penalties

The bidder must be able to deliver a minimum of 99.5% of infrastructure availability.

Provide SLA.

99.5% or more	5	DraftSLA	30%
Between 95% and 99.5%	3		
Between 90% and 95%	1		
Less than 90%	0		

1.2.2 .2 Ability to Guarantee 1:1 Contention Ratio for the primary line

The bidder must guarantee 1:1 contention ratio

Provide SLA.

1:1	5	DraftSLA	25%
Less than 1:1 but greater 2:1	4		
2:1	3		
Less than 2:1	0		

1.2.2.3 SLA response on downtime

The bidder must provide a minimum response time of 2 hours.

Provide SLA.

2 hours or less	5	Draft SLA	20%
More than 2 hours but less than 4 hours	4		
More than 4 hours but less than 6 hours	3		



More than 6 hours	0		
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1.2.2.4 Ability to ensure Business continuity

The bidder must have business continuity on their infrastructure .

Provide a business continuity plan

Fully	5	Draft SLA	25%
Partial	3		
No Submission	0		

1.3 PHASE 3: COMMERCIAL EVALUATION

CEF (SOC) Ltd will utilise the following formula in its evaluation of Price offers:

[Weighted score 80 points]

$$PS = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where:

Ps = Score for the Tender under consideration

Pt = Price of Tender under consideration

Pmin = Price of lowest acceptable Tender

Preference points/specific goals criteria

[Weighted score 20 points]

Specific goals / Preference Points Claim

Evaluation Criteria	Final Weighted Scores
Price	80
Specific goals	20
TOTAL SCORE:	100



A maximum of 20 points will be awarded to a tenderer for specific goals specified for the tender/RFQ as follows:

Specific goals	Points
Historically disadvantaged individual (HDI)	
Enterprises with ownership of 51% or more by person/s who are black	10
Enterprises with ownership of 51% or more by person/s who are women	5
Enterprises with ownership of 51% or more by person/s who are youth	3
Enterprise with ownership of 10% or more by person/s with disability	2
Total	20

- Tenders must submit their B_BBEE certificate issued by an authorized body or person or a B-BBEE sworn affidavit to claim preference points.
- The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.
- The contract must be awarded to the tenderer scoring the highest points.
- If two or more tenders score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for specific goals, and if two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots.