

SCOPE OF WORK

ANNEXURE A

Tender No: FOSCOR-RFP-06-25/26

Description: Design, supply, install and commission a SHERQ training solution for Foskor.

1 INVITATION TO TENDER

This Request for Proposal (the "RFP") is an invitation by Foskor (Pty) Ltd hereafter referred to as Foskor, to prospective Tenderers to submit proposals for the provision of a SHERQ training software solution for the Foskor Group. The locations or sites where this service is required include, Acid Division in Richards Bay, Mining Division at Phalaborwa and Head Office in Midrand. This Scope of work amongst others seeks to deliver a Company Communication Application. The purpose of this document is to describe the work and solution required from the Vendor to produce, implement, and support the SHERQ training software. This may require integration with the existing solutions.

2 PRE-QUALIFICATION

2.1 COMMERCIAL

Preference to be given to the BBBEE levels 1 to 4 suppliers as set out in the PPPFA.

2.2 TECHNICAL PRE-QUALIFICATION

1. Demonstrated experience in developing and implementing SHERQ training software Application or similar software solutions.(Provide a DEMO)
2. Provide references from previous clients, including details of similar projects completed successfully.

3 DEFINITIONS AND ABBREVIATIONS

BRS	–	Business Requirement Statement	SOW	–	Scope of Works
ITSCM	-	IT Service Continuity Management			

3.1 SCOPE BACKGROUND

Ensuring the SHERQ and well-being of employees is paramount. A SHERQ induction and training solution designed to educate new employees continuously update existing employees about workplace hazards, SHERQ procedures, and emergency protocols is required. The absence of such a program can lead to significant risks and challenges.

3.2 COMPANY BACKGROUND

Foskor (Pty) Ltd is a proudly South African producer of phosphates and phosphoric acid with international exposure. Foskor is the only vertically integrated phosphate producer in the South. Africa. From phosphate-bearing ores, the operations in the Phalaborwa mine and Richards Bay Acid Division process phosphate rock concentrate, which is crucial for stimulating and raising crop yields. The Richards Bay plant manufactures sulphuric acid, phosphoric acid, and phosphate-based granular fertilizers (MAP and DAP) by using phosphate rock as a raw material. The corporate office is situated in Midrand.

Further information about Foskor can be found at www.Foskor.co.za

4 SCOPE OF WORK

4.1 BACKGROUND DOCUMENTATION

Not Applicable

4.2 SCOPE

4.2.1 Strategic Alignment

By addressing a specific problem or idea captured in this document there is alignment with the following business strategies and goals:

- Foskor is designed to optimise cost whilst at the same time enabling a high-performance culture and enhancing Foskor's change image, every aspect of our operations, facilities, and premises is geared towards delivering an exceptional experience and service comparable with global leading practice. Implementation of an enabling end to end system will enable the execution of efficient SHERQ induction programmes at Corporate and the Acid division.
- In line with the ICT strategy, a new system will provide more flexibility to users. This will enhance efficiency in the SHERQ induction and training processes.

4.2.2 Current Foskor SHERQ Training Application

None

4.2.3 Target Stakeholders and Environment

- Business interests of the system lie with the SHERQ department while ICT holds the plan, build and run interests.

4.2.4 Dependencies and Risks

- Lack of an online SHERQ training system to be used by the Corporate office and Acid division
- No control over assessment of employee and stakeholder understanding of SHERQ requirements
- Currently controlling induction training is done manually and non-existent at the Corporate Office.

4.2.5 Functional Requirements

- This project intends to redesign Foskor's SHERQ training process by making use of an off the shelf application.
- **User Management:** Requirements for user registration, authentication, and role-based access control with different access levels for administrators, trainers, employees and external stakeholders.
- **Course development and Management:** Ability to create, update, and manage SHERQ induction and normal training courses. A repository of SHERQ and/or ESG-related training materials, including videos, documents, and interactive modules. Translation into different languages may be done.
- **Content Delivery:** Ability to enable delivery of content through various formats such as videos, quizzes, and interactive simulations. Allow uploading and making use of company specific content and also include:
 - Ability to automate and enhance self-training and complete assessments.
 - Ability to automate and enhance pre-entry and cover existing employees with self-training and complete assessments.
 - Ability to automate and enhance classroom learning and allow learners to conduct assessments with portable devices and cellphones.
 - Ability to enhance and streamline classroom learning.
 - Ability to enhance and streamline training scheduling, resource allocation and program management.
 - Ability to provide specialized internal license after completion of certain training. The license may be slightly different to completion of the assessment; the system should be able to separate license and certificate.

- **Tracking and Reporting:**
 - **Progress Tracking:** Monitor employee training progress through completion of courses and modules.
 - **Compliance Reporting:** Generate reports to ensure compliance with SHERQ regulations and standards. Provide different types and levels of reports.
 - **Completion Certificates:** Issue certificates upon successful completion of courses. The system should track and make licenses available.
- **Notifications:** Automated notifications for course deadlines, updates, and reminders.
 - **Automated Alerts:** Send notifications for upcoming training sessions, deadlines, and course updates.
 - **Reminders:** Regular role-based reminders for incomplete courses or upcoming renewals.
- **Assessment and Feedback:**
 - **Quizzes and Tests:** Assess employee understanding through quizzes and tests.
 - **Feedback Mechanism:** Collect feedback from employees to improve the training content and delivery.
- **Integration Capabilities**
 - **HR Systems Integration:** Seamless integration with HR systems for employee data synchronization.
 - **LMS Integration:** Compatibility to integrate with Learning Management Systems (LMS) for unified training experience and all rounded employee training management.
 - **Access control:** regulate access to Foskor premises where the employee is due for certain SHREQ training.
 - CRS

4.2.6 Non-Functional Requirements

- The provider of the system should ensure that the system aligns the organisation's data with SHERQ requirements and performs necessary tasks automatically.

- The new system should eliminate manual intervention by collating Foskor's data into a centralised location from existing data sources where available. The system should automate the alignment of data to SHERQ training requirements.
- Data Security: Ensure the protection of personal and training data.

4.2.7 Primary Objectives

A SHERQ Training application which meets the requirements stipulated in 4.2.5

4.2.8 Project costing and expenses:

Please see section 8.3.

5. ENTERPRISE ARCHITECTURE

5.1. ENTERPRISE ARCHITECTURE FRAMEWORK TO BE USED.

The new solution will comply with internal governance and external laws and regulations and will be designed to maximize user efficiency.

5.2. APPLICATION STANDARDS:

A solution or application will need to meet the following Foskor integration standard.

- Application integration is business process based.
- Real-time integration is preferred over batch integration.

5.3. INTEGRATION STANDARDS AND PRINCIPLES:

The integration technology standard for Foskor (Microsoft Windows uses ODBC drivers to connect/ or interface different databases together for CRS

5.4. SECURITY STANDARDS:

The solution should comply with information security standards such as ISO 27001/2, Open Enterprise Security Architecture (O-ESA), or SABSA).

6. SCOPE OF WORK

1. Final BRS Adoption. Customize the solution to meet the requirements and processes. This includes enabling all SHERQ Training integrations.
2. Design and develop the solution (architecture)
3. Integrate and test the solution fully.
4. Quality assure the solution.
5. Train the users on using the solution.
6. Deploy the solution.
7. Support and maintenance of the software.

6.1 GENERAL SCOPE AND OTHER NON-FUNCTIONAL REQUIREMENTS

Requirement	Description
Price	Costing must detail the following: • Software application cost (detailed per-use model) • Software license cost (detailed per-use model) • Implementation cost • Migration cost (indicate time and material rates per hour) • Customization cost (indicate time and material rates per hour) • Maintenance and support cost • Separate costs for barcode scanning hardware • Training cost (detail per training options available) • Include any costs related to deliverables that need to be submitted due to project governance – reference section 8.3 • A separate summary of costs
Software deployment and use of model	Please provide information on available deployment and use models. Where available, please indicate if you can deliver the following options: • On-premises • Software as a service/cloud solution • Other Detail pricing as well as license models for each of the models, where available.

License models	Provide details on license models available, e.g., fixed/named licenses and/or floating or concurrent licenses. Provide costing for each of the license models.
Customization	Provide details on how the solution can be customized to meet the client's requirements without compromising the upgrade path. Describe how you would deal with requirements that are not inherently catered for as 'out-of-the-box' functionality.
Implementation	Please provide an overview (including high-level steps) of the intended project management approach that you would ideally like to apply to this implementation. Please provide the anticipated timeframe and sample project plan to implement the solution. Detail all assumptions that the timelines and implementation cost are based upon.
Maintenance and Support	Please describe the process that Foskop would follow to effect post-implementation support with your organization. Indicate the nature of your back-to-back agreement with the Original Equipment Manufacturer (OEM) if your organization is not the OEM. Indicate what is included in the Maintenance and Support costs. Indicate if you have a local support organization in RSA or whether you have a representative in RSA. Provide information on your standard Service Level Agreements (particularly response and resolution times).
Training	Please provide an overview of the training approach and material that can be used to equip Foskop with the required knowledge to use, administer and support your solution.
Technology Roadmap	Frequency – Please provide (in table format) a list of product releases (both major and minor) over the past 3 years. Include dates, release descriptions, version numbers, and related additional functionality and benefits. Future – Please provide details of future releases, where available.
References	Please supply suitable references for similar implementations (International and local).

	Please include: ○ The company name. ○ Overview of the solution(s) and service(s) provided to the company. ○ How long have you served the company?
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6.2 ORGANISATIONAL AND GEOGRAPHIC SCOPE

The solution will be utilized and owned by the SHERQ department and operationally used to manage SHERQ based training.

6.3 FUNCTIONAL SCOPE

The required functionality has been described in Section 4.2.5. The high-level scope is essential:

- Ease of use
- Enhanced reporting
- Customizable to fit requirements and processes.
- Ability to accommodate a high level of usage.

6.4 TECHNICAL SCOPE

The solution must:

- Work on standard Foskop computer devices as well as Apple Mac devices
- Fully Validated System
- The shelving system will be configured to meet Foskop requirements and processes.
- A cloud solution is preferred over in-house hosting.

6.4.1 **Availability, Accessibility, and Support**

- Availability
- It is expected that the SHERQ training software application is available at 99.99%
- Accessibility

- The system should be accessible to all types of people, including those with disabilities and impairments. The software should be usable by any type of person.
- The system should also be accessible anywhere, anytime, and via any device.
- Support
- Technical support should meet Service Level Agreement [SLA], as stipulated in the contract.
- First-line support will be provided by Foskor ICT personnel and escalated to external support if the resolution is not found within the specified time frame

6.4.2 Information Security

The application and/or service provider must provide for the protection, privacy, and confidentiality of Foskor's data:

- Protected – The information system and user's information and access privileges should be protected against abuse by other users or intruders. Refer to the Foskor Application Security Configuration framework for more details:
 - The application must allow for integration with Foskor's identity and access management processes and technologies.
 - The application must use encryption to implement key exchange and authenticate endpoints before establishing internal and external communication channels for key exchange.
 - Ensure that the new systems and/or upgraded systems have the latest malware protection installed and signature database, or it is a defined service for a Software as A Service (SaaS) solution.
 - Complete a security scan of the system and correct all significant vulnerabilities discovered before the system is delivered to the Foskor Group and before applications are accepted and the solution is put into production.
- Accessible - users must be able to access information at all times.
 - The application must use encryption to implement key exchange and authenticate endpoints before establishing internal and external communication channels for key exchange. It provides integrity, authentication, and confidentiality.
 - The application must be configured to make use of secure communication protocols when communicating via internal and external networks.
- Accurate – The information system must have the latest & updated information.

- Have a change/configuration management system in place that governs the integrity of its systems and software delivered to the Foskor Group
- Authenticated – all users must be authenticated to a central system.
 - The application must allow for integration with Foskor's identity (AD) and access management processes and technologies.
 - Password complexity should be implemented in accordance with ICT policies.
- Account Management – Foskor manages information system accounts, including establishing, activating, modifying, reviewing, disabling, and removing accounts.
 - Obtain certifications or assurance that the systems are securely designed and configured before taking delivery for hosted solutions or cloud-based solutions.
- Recoverable – resources are put back in their initial states, as running before.
 - Consideration is to be given to ensure that adequate recovery procedures are in place to ensure the integrity and confidentiality of Foskor information and that Foskor data and systems configurations are backed up to Foskor dedicated tapes/drives.
- Confidential – The Confidentiality of Foskor information should be protected under the Foskor Information security policy. Unauthorized disclosure should be prevented.
 - Foskor data must be stored in a separate system or database instance from data belonging to or accessed by other companies.
- Duty segregated – System admins should not be allowed to process Foskor application data and have admin access at the same time. Additionally, Business app users should not be allowed access to change application system configurations.
 - The application must be configured to prevent general users from performing admin or privileged user functionality.
 - The Application's service accounts must not be implemented with more privileges than necessary for proper operation.
- Regulatory and Legislative – Ensure that consideration is given to the various legislations for cross-border communications as well as the Protection of Personal Information.
 - The solution must meet the relevant legislation for transferring information between the varying regions that Foskor may operate within.
- Access Enforcement – The information system enforces assigned authorizations for controlling access to the system per applicable policy.
 - There will be adequate monitoring and controls to prevent external networks or systems from interfering with the operation of the service.

- Any third-party gateway between the Foskop network and external systems will be adequately secured using Foskop firewalls and IPsec tunnels.
- Auditing & Logging activity & transactions – Enable Audits and Logs based on Foskop policies and standards.
 - Ensure that there are adequate provisions for the logging of events on the service to record as a minimum:
 - Application audit and monitoring must be implemented.
 - The application must be configured to protect audit and log information from unauthorized access, modification, or deletion.
 - The application must be configured to log critical application events.
 - The application must automatically log critical user and administrator activity.
 - All authentication actions on the application (i.e., the process of authenticating) and events must be logged, including authentication failures.

6.4.3 Reliability

- The solution is required to be reliable and stable to allow users to gain confidence in the application. This will facilitate the continued use of the solution.

6.4.4 Performance

- The application performance must be adequate for the viewing of real-time updating of data with a concurrent user base of ± 20 users, from different geographical locations. This implies that, apart from a network or severe capacity constraints that may exist, the user should be able to work on the solution and experience similar response times as is the case with all other web-based solutions within his/her environment.

6.4.5 Maintenance and Support

- The Vendor in supporting the service shall with regards to maintenance and support activities render as a minimum to Foskop the following:
- Implement industry-standard best practices to ensure that all software and hardware are correctly configured and installed. In cases where there is more than one way to configure the service, the Vendor will choose the configuration it determines to be most appropriate.

- Updating the Quality Assurance checklist about Foskor governance and best practices and obtaining approval from the Foskor ICT.
- Perform QA of application per installation.
- Repair and reload applications after critical hardware or software failure.
- Manage licenses used and ensure Foskor is within legal license usage.
- Optimise license usage and advise Foskor of opportunities to reduce license costs.
- Create and maintain appropriate documentation for the service including, but not limited, to architecture diagrams, service diagrams, procedures, operational guides, policies, ITSC plans, configuration settings, etc.
- Provide 1st, 2nd, and 3rd level end-user support for the service, where possible.
- Prioritise and investigate user escalation calls.
- Plan, implement, and test backups for this service.

6.4.6 Monitoring

- The Vendor shall monitor the services in real-time to immediately identify incidents or pending incidents (both serious outages and performance) with auto-call logging and notification to Foskor. The intention is to be aware of high-impacting outages and performance issues before user escalation of the incident.

6.4.7 Physical Security Management

- The Vendor shall perform at a minimum the following security activity:
- Define and update operational physical security policies.
- Implement operational physical security policies.
- Audit operational physical security implementations as per policy.
- Perform Security Audits on infrastructure that forms part of this service.
- Identify physical security incidents via Incident Management.

6.4.8 ITSCM Activities

- The Vendor shall perform at a minimum the following ITSCM activities:
- Conduct ITSCM tests where applicable.

- Partaking in Foskor's ITSCM forums as required.
- Develop ITSCM Procedures and Plans for the solution.
- Maintain existing ITSCM plans where applicable.
- Recommend and configure the technical architecture required to support Foskor's ITSCM requirements.
- Implement technical changes required to support Foskor's ITSCM requirements.

6.4.9 IMACD

- The Vendor provides IMACD (Installation, Moves, Add, Change, and Dispose) services as part of an inclusive cost of the Service.
- The Vendor shall install, move, add to, or change the configuration of the service at the request of Foskor at no additional cost to Foskor subject to the following clarification:
- A Foskor request for the installation or upgrade of third-party software or infrastructure that is not within the agreed scope of the service may attract a cost, and the Vendor may provide Foskor with a quotation for such cost for Foskor's prior approval.

6.5 TRAINING SCOPE

The Vendor is accountable for creating training content. The content may be used by Foskor to create electronic training material, if relevant.

The Vendor is accountable for the training of five train-the-trainers, training of the end users of the solution, training for super users and administrators, and where necessary, training of technical support individuals.

The following training programs (Documentation) have been identified as being required:

- Training in the use/ functionality of each software solution
- Training in the use/functionality of the Control interface
- Training in the configuration of all software and interfaces if available
- Training in the use of each software solution, operational
- Training documents to be packaged.
- 1st and 2nd line support documents to be supplied.
- Knowledge transfer to the Service teams

All the above courses will contribute to the understanding of the integration capabilities.

6.6 CHANGE MANAGEMENT SCOPE

The Vendor is accountable to give input into the change management approach and plan. The Vendor may be accountable for specific activities as per the change management plan.

6.7 PROJECT MANAGEMENT SCOPE

The Foskop project manager works closely with relevant stakeholders and the vendors' project manager to ensure that the relevant deliverables are identified and met. for each phase of the project. Where applicable, the Vendor's project team will interact and report to the Foskop project manager. The Foskop project manager reports to the relevant Foskop structures in Foskop

6.8 OUT OF SCOPE

When a solution is on-premises, Foskop will provide the infrastructure (servers, network, security).

Specifications are to be provided by the Vendor. It must be understood that a cloud-based solution is highly preferred, and data access should be granted to Foskop.

7. PROJECT BUILD APPROACH

The delivery must align with Foskop software methodology.

The project deliverables will be defined after the selection of the solution, as this is dependent on the size and complexity of the solution implementation.

7.1 PROJECT MANAGEMENT & ADMINISTRATIVE

Foskop will appoint a Project Manager to manage the project. Foskop's project manager will work with the vendor's project manager or lead. A project manager will be Accountable for:

- Timekeeping, output management; completion of time sheets.
- Project scoping, planning, and resourcing.
- Project scheduling.
- Engineering and Business Track meetings.
- Risk and Issue assessment and tracking
- Lessons learned.
- Risk assessment
- Deliverables
- Liaise with vendor and Foskop Project Management Team to align and comply with Project governance.

- Accountable for the overall success of the project

7.2 PROJECT MANAGEMENT & ADMINISTRATIVE

The delivery must align with the Foskor methodology. The key additional consideration is the solutions document and quality requirements. These include but are not limited to, technical design, detailed functional and technical design, architecture, UAT, data validation, process validation, business sign, and acceptance.

The delivery considerations are:

All required documents as per ICT governance.

RACI:

R - Responsible

A – Accountable

C – Consult

I – Inform

Phase	Deliverable/Activity	Foskor	Vendor
Feasibility	Enterprise Architecture Assessment	R	C
Feasibility	Conceptual Design	C	R
Feasibility	Project Charter Draft (Pending size and complexity of the project)	R	R
Feasibility	Risk Context	R	C
Feasibility	Change Management / Communication Approach	R	C
Feasibility	Milestone Project Plan (Flight Plan)	R	C
Basic Development	Update Project Charter (Finalized)	R	C
Basic Development	Functional Design Specification	C	R
Basic Development	Technical Design Specification	C	R
Basic Development	Testing Approach Definition (Unit, Integration, Regression, UATs, Negative)	C	R
Basic Development	Service Take On	C	R

Basic Development	Disaster Recovery Plan (if applicable)	C	R
Basic Development	Detailed Project Plan (baselined)	R	C
Basic Development	Create and maintain Risk Register	R	C
Basic Development	Create and maintain Issue Register	R	C
Basic Development	Create and maintain Deliverables Register	R	C
Basic Development	Create and maintain Decision Register (if applicable)	R	C
Basic Development	Create and maintain Scope Change Register (if applicable)	R	C
Basic Development	Change Management / Communication Plan	R	C
Basic Development	Training Strategy and Approach	C	R
Execution	Testing Plans (Unit, Stress, Integration, Regression, UATs, Negative)	C	R
Execution	Functional Design Specification (final)	C	R
Execution	Technical Design Specification (final)	C	R
Execution	Cutover/Deployment Plan	R	C
Execution	Testing Execution (Unit, Stress, Integration, Regression, Negative, UAT)	C	R
Execution	Training Plan	C	R
Execution	Training Material	C	R
Execution	Change Management / Communication Plan (finalized)	R	C
Start-Up	Testing Execution	C	R
Start-Up	Service Take On	R	C
Start-Up	Service Catalogue update	R	C
Start-Up	Project Close-Out Report	R	C
Start-Up	Finalize and Close Out the Decision Register	PM	PM
Start-Up	Intensive Care after Go-live concluded	R	C

8. VENDORS PROJECT PROPOSAL CONTENT

The vendor's response must be provided with the minimum items as follows:

- Section 1: Detailed design showing the architecture of the solution.
- Section 2: Detailed project schedule showing project duration, start date, critical dates, and milestones.
- Section 3: Detailed project approach
- Section 4: Fit to business/functional requirements.
- Section 5: Costing
- Section 6: Service and Maintenance Overview

8.1 PRICING SCHEDULE

Project Phase	Cost (ZAR) Excl. VAT
Phase 1 - Project Planning and Initiation	
Phase 2 - Design	
Phase 3 - Development	
Phase 4 - Internal System Test	
Phase 5 - Prepare Training Material	
Phase 6 - User Acceptance Testing	
Phase 7 - Cut Over and Go Live	
Phase 8 - Post Go Live Support	
Support/SLA (12 months)	
License and subscription (12 months)	
Other (specify)	
Total	

8.2 PROJECT PLAN

The Proposal must include a project plan showing the deliverables and major milestones.

This must include lead time for equipment, services, project commencement, etc.

8.3 SOLUTION PRICING

The proposal is based on a fixed-price Turnkey project.

The Vendors are to base their pricing structure on:

onboarding

design

build and go-live preparation.

Go-live.

Support and project closure.

To perform an effective comparison, costs should be quoted for both on-site and hosted solutions (including any operational costs); should the vendor have more than one offering.

The proposal price must contain the following sections.

- The project's once-off costs
 - Software costs
 - License costs (including licensing model)
 - Resources costs/implementation costs
 - Rate per hour
 - Training costs
 - Documentation deliverables (as specified in Section 7.2)
 - Any other costs that are deemed necessary to complete the project successfully.
- Ongoing cost for 2 to 3 years
 - License fee
 - Support costs

- Other costs

8.4 RESOURCE ALLOCATION-VENDOR

The associated resources to be provided by the vendor together with the time/financial implication must be incorporated in the proposal.

8.5 RESOURCE REQUIRED FROM FOSKOR.

The delivery would include the resources commitment required from Foskop. This would include resource skills level, time commitments, and prerequisites.

This includes hardware, software, and other requirements that Foskop will need to deliver to make this project a success.

8.6 PROJECT METHODOLOGY

The proposal must include the overall approach and unpacking thereof, inclusive of measurable milestones.

This methodology needs to be aligned with the Foskop ICT Project Management Framework or as decided by a steering committee.

8.7 QUALITY PLAN

The design and implementation must include the following considerations to maintain the quality of the project and the required deliverables:

- Review Summaries per deliverable.
- Copies of approved documents, upon review completion.
- Non-conformance reports and corresponding corrective action summaries, as required.
- The Quality plan for a project is to be developed as part of the proposal.

N.B: The vendor must provide the acceptance criteria for all deliverables that they provide to Foskop.

8.8 TRAINING SUMMARY REQUIREMENTS

Reference Section 6.5 and the requirements detailed within the Functional Requirements section of this document.

8.9 FOSKOR ACCOUNTABILITIES

The Vendor needs to specify what the Foskor retained responsibilities are to ensure successful project delivery.

9. DOCUMENT RULES AND ADMINISTRATION

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10. TENDER EVALUATION CRITERIA

- As part of the process to assist with the evaluation of the bidder's proposal/quotation and to make an informed decision in the awarding of this tender, the following information is required
- The following tender evaluation criteria will be used for adjudicating the Contractor submitted tender.
- Please provide the required documentation as requested in the "Proof/documents to be submitted" column. Please be specific when submitting documents by ensuring that they answer the item specified.
- Please use the annexure number as indicated to identify the proof submitted.
- Failure to submit the relevant documentation as requested in the Evaluation criteria document may lead to a disregard of the submitted tender.

10.1. MANDATORY REQUIREMENTS

Bid submission not meeting the mandatory requirement will result in the bid being disqualified.

No	Mandatory Requirements	Comments
1	Submit at least two references in the form of PO/Contract or Letters with customers letter head and signature, from current/previous customers in similar industry as Foskor where SHERQ training software system was implemented: In line with section 4.2.6 of SOW.	Submit documented proof

11. EVALUATION CRITERIA (TECHNICAL)

Service provider to showcase their system to Foskop in the form of a demo. Only service providers who demonstrated their SHERQ training software solution will be evaluated. Foskop will organize demo sessions per service provider

SYSTEM SUPPORT AND AVAILABILITY				
Evaluation Criteria (Support and availability)				
Implementing SHERQ Training Application				
No.	Support and availability Criteria Description	% Contribution	Proof/Documents to be submitted	Notes
2	Compliance with Scope of Work Specifications - Weight not to be less than 20%			
a)	Support Services Level Response Times for Priority Calls during business hours. Scoring: 0% - Six hours or more 5% - Five hours 10% - Four hours or less	10%	Provide response times relating to priority level of calls logged. Foskop business hours are 07:00 to 16:30 Mon- to Thursday and 07:00 to 14:00 on Fridays. Provide overall support plan	
c)	Proposed overall service level availability. Scoring: 0% - 0 to 95 % service availability. 5% - 95% to 98% service availability. 10% - 99% service availability	10%	Proposed overall system availability and assurance plan as well as maintenance plan.	
3	Competence - Functional - Non functional Supplier experience & team competence in performing SHERQ Training Application implementation and Support - Weight not to be less than 50%. Solution capabilities on functional and non functional			

a)	Resources with applicable skills and certifications to perform an implementation and support of SHERQ Training application support and customisations Scoring: 0% - Two or below Resources 5% - Three to Six Resource 10% - Seven or more Resources	10%	Provide list of SHERQ Training application support resources and supporting docs with relevant certifications.	
b)	System addressing Requirements. Scoring: 0% - Poor response 5% - Good 10% - Very Good 20% - Excellent	20%	Description of how the system will address the functional requirements. In line with section 4.2.5 in SOW.	
c)	System addressing Technical requirements . Scoring: 0% - Poor response 5% - Good 10% - Very Good 20% - Excellent	20%	Description of how the system will address the Technical requirements. In line with section 6.4 in SOW.	
4	Project Management and implementation - Supplier experience with managing projects in relation to SHERQ Training application implementation and Support- Weight not to be less than 30%			
a)	SHERQ Training application Implementation Strategy. Scoring: 0% - Not Submitted 10% - Submitted	10%	Provide implementation strategy. Steps which will be taken to implement the new system, including a draft project plan.	

b)	Supplier experience with managing a SHERQ Training application implementation projects Scoring: 0% - Three years and less 5% - Four to twelve years 10% - Thirteen years and more	10%	Rate supplier according to number of years overall experience. Submit at least two references in the form or PO/Contract or Letters with customers letter head and signature, from current/previous customers in similar industry as Foskor where the years of experience are indicated by dates.	
c)	Training plan strategy of how end users and ICT Technical support will receive training on how to use the new features of SHERQ Training application Scoring: 0% - No plan submitted 5% - Plan submitted for users only 10% - Plan submitted for Users and ICT Technical	10%	Provide detail on training of end users, super users and ICT support team. Inline with training section 6.5 of SOW	
Total Technical Score: 100% NOTE: Overall Technical Score should be above 75%				