

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE HOSTING, SUPPORT AND
MAINTENANCE FOR THE CEF WEBSITE OVER A PERIOD OF 24 MONTHS.**

TECHNICAL EVALUATION CRITERIA

1. PROPOSED EVALUATION CRITERIA FOR THIS SCOPE OF WORK

The bidders will be evaluated according to the following criteria

1.1 Company experience

Does the service provider have experience in similar projects in the past 10 years?

1.2 Experience of SharePoint team

Does the service provider have appropriately experienced resources to assign to the project?

1.3 Experience of K2 team

Does the service provider have appropriately experienced resources to assign to the project?

1.4 Service level agreement

Bidders must provide a draft copy of the Service level agreement

2. EVALUATION CRITERIA

2.1 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.

2.2 Phase 2

Technical evaluation

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is **70%**. It must be noted that if the Bidder does not meet the **70%** minimum threshold, the bidder will be disqualified and not be evaluated further.

2.2.1 EXPERIENCE OF THE COMPANY

The company must have experience in maintaining and supporting SharePoint 2016 and K2 workflow.

Please provide reference letters as proof for similar services or work done in the past 10 years.

The reference letter signed by the client must be on client's letterhead and include the company name, contact person, contact details (telephone number) and it should describe the service and indicate when the service was done.

Evaluation Criteria	Document as Evidence	Score	Weighting %
5 Reference letters and more	Reference letters	5	20%
4 Reference letters		4	
3 Reference letters		3	
2 Reference letters		2	
1 Reference letters		1	
No Reference letter(s) provided		0	

2.2.2 EXPERIENCE OF THE SHAREPOINT TEAM

The project team that will be assigned to CEF must have experience in maintaining and supporting SharePoint 2016 solution.

Provide a C.V. for each of the personnel that will be part of the team, clearly indicating their roles, responsibilities and years of experience.

Evaluation Criteria	Document as Evidence	Score	Weighting %
> 5 years of experience	CV of the Proposed team clearly listing the name of clients and work done including the years of experience	5	25%
5 years of experience		4	
> 3 years of experience but < 5 years of experience		3	
3 years of experience		2	
2 but < 3 years of experience		1	
< 1 year of experience/No CV submitted		0	

2.2.3 EXPERIENCE OF THE K2 TEAM

The project team that will be assigned to CEF must have experience maintaining and supporting K2 workflow solution.

Provide a C.V. and K2 certification for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities.

Evaluation Criteria	Document as Evidence	Score	Weighting %
> 5 years of experience	CV and K2 certificate of the Proposed team clearly listing the name of clients and work done	5	25%
5 years of experience		4	
> 3 years of experience but < 5 years of experience		3	
3 years of experience		2	
2 but < 3 years of experience		1	
< 1 year of experience/No CV submitted		0	

2.2.4 SERVICE LEVEL AGREEMENT

All service providers must provide a draft copy of the Service Level Agreement (SLA) in their response. The draft Service Level Agreement (SLA) must indicate in hours the time it will take to resolve each of the following incidents.

Evaluation Criteria	Document as Evidence	Weighting %
2.2.4.1 High Priority Incidents (Level 1) Turnaround time for restoring SharePoint and or k2 workflow when it is not accessible.	Draft SLA	15%
Evaluation Criteria	Document as Evidence	Weighting %
2.2.4.2 Medium Priority Incidents (Level 2) Turnaround time for restoring critical fault: a major function or component of SharePoint and or is unusable.	Draft SLA	5%

Evaluation Criteria	Document as Evidence	Weighting %
2.2.4.3 Low Priority Incidents (Level 3) Turnaround time for restoring non-critical SharePoint or K2 service that is down.	Draft SLA	5%

Evaluation Criteria	Document as Evidence	Weighting %
2.2.4.4 Updates and Changes Turnaround time for implementing enhancements and reporting requests.	Draft SLA	5%