

## ANNEXURE F

### TECHNICAL EVALUATION CRITERIA

#### APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE MANAGED PRINTING SOLUTION FOR A PERIOD OF 36 MONTHS.

## 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

#### Mandatory Requirements Evaluation Criteria

| No.   | Mandatory                                                                                                                                        | Comply | Not Comply |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------|
| 1.2.1 | Bidder must be a certified partner for the proposed solution. <b>Submit a copy of valid partner letter NOT older than one (1) year as proof.</b> |        |            |
|       | Substantiate / Comments                                                                                                                          |        |            |

### 1.3 PHASE 3

#### Technical evaluation criteria

Bidders will be evaluated according to the below technical evaluation criteria. A minimum score of 70% will qualify the bidder to the next phase.

| Technical Information                                                                                                                                                                                                                                                                                                                                                                                                                                   | Scoring | Proof of documents       | Weighting Percentage |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------------------------|----------------------|
| <b>1.3.1 Experience of the company (Bidder)</b>                                                                                                                                                                                                                                                                                                                                                                                                         |         |                          |                      |
| <b>Company Experience</b><br><br>The company must have delivered a minimum of three (3) projects.<br><br><b>Please provide reference letters as proof for similar projects implemented or work done in the past 5 years.</b><br><br><b>The reference letter on client's letter head must include the company name, contact person, contact details (telephone number and/or email address) and it should indicate when the services were contracted</b> |         | <b>Reference letters</b> | <b>30%</b>           |
| 5 Reference letters or more                                                                                                                                                                                                                                                                                                                                                                                                                             | 5       |                          |                      |
| 4 Reference letters                                                                                                                                                                                                                                                                                                                                                                                                                                     | 4       |                          |                      |
| 3 Reference letters                                                                                                                                                                                                                                                                                                                                                                                                                                     | 3       |                          |                      |
| <3 Reference letters                                                                                                                                                                                                                                                                                                                                                                                                                                    | 0       |                          |                      |

| Technical Information                                                                                                                                                                                                                                                                                                                                  | Score | Proof of Document/s    | Weighing % |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------------------------|------------|
| <b>Experience of the personnel</b>                                                                                                                                                                                                                                                                                                                     |       |                        |            |
| <b>1.3.2 Experience of the technicians</b><br><br>Technician responsible for servicing the printers must be certified and have a minimum of five (5) years' experience on the proposed printers.<br><br><b>Provide a copy of the certificate and C.V. of the technician detailing the relevant years of experience in supporting similar services.</b> |       | <b>Technician's CV</b> | <b>30%</b> |
| 8 and more years of experience with certificate                                                                                                                                                                                                                                                                                                        | 5     |                        |            |
| > 5 years of experience but < 8 years of experience with certificate                                                                                                                                                                                                                                                                                   | 4     |                        |            |

|                                                          |   |  |  |
|----------------------------------------------------------|---|--|--|
| 5 years of experience with certificate                   | 3 |  |  |
| < 5 years of experience and no certificate copy provided | 0 |  |  |

| Technical Information                                                                                                                                                                                                            | Score | Proof of Document/s | Weighing %   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|---------------------|--------------|
| <b>1.3.3 Service level agreement</b><br>All service providers must provide a draft copy of the Service Level Agreement (SLA) in their response. The draft Service Level Agreement (SLA) must include the following requirements: |       |                     |              |
| <b>Turnaround time for restoring the printing solution that is down:</b>                                                                                                                                                         |       | SLA document        | <b>17.5%</b> |
| Less than 4 hours                                                                                                                                                                                                                | 5     |                     |              |
| 4 Hours                                                                                                                                                                                                                          | 3     |                     |              |
| More than 4 hours                                                                                                                                                                                                                | 0     |                     |              |
| <b>Resolving hardware related issues (include diagnosis and replacement parts):</b>                                                                                                                                              |       | SLA document        | <b>17.5%</b> |
| Less than 2 days                                                                                                                                                                                                                 | 5     |                     |              |
| 2 days                                                                                                                                                                                                                           | 3     |                     |              |
| More than 2 days                                                                                                                                                                                                                 | 0     |                     |              |
| <b>There must be a minimum of 2 spare toner cartridges for all printers:</b>                                                                                                                                                     |       | SLA document        | <b>5%</b>    |
| More than 2 cartridges                                                                                                                                                                                                           | 5     |                     |              |
| 2 cartridges                                                                                                                                                                                                                     | 3     |                     |              |
| Less than 2 cartridges                                                                                                                                                                                                           | 0     |                     |              |

## 1.4 PHASE 4

### EVALUATION CRITERIA

Bidders also will be evaluated on Price and B-BBEE

| Evaluation Criteria | Final Weighted Scores |
|---------------------|-----------------------|
| Price               | 80                    |
| B-BBEE - Scorecard  | 20                    |
| <b>TOTAL SCORE:</b> | <b>100</b>            |