

ANNEXURE G

TECHNICAL EVALUATION CRITERIA

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE, INSTALL, AND MANAGE CEF FIREWALL FOR A PERIOD OF THIRTY-SIX (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. Submit a copy of valid partner letter NOT older than one (1) year as proof.		
	Substantiate / Comments		

1.3 PHASE 3

Technical evaluation criteria

Bidders will be evaluated according to the below technical evaluation criteria. A minimum score of **80%** will qualify the bidder to the next phase.

Technical Information	Scoring	Proof of documents	Weighting Percentage
1.3.1 Experience of the company (Bidder)			
Company Experience The company must have delivered a minimum of five (5) projects Please provide reference letters as proof for similar projects done. 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.		Reference letters	35%
More than 5 Reference letters for the work performed within the past 5 years	5		
5 reference letters and 3 of which should be within the past 5 years.	3		
<5 Reference letters	0		

Technical Information	Score	Proof of Document/s	Weighting %
Experience of the personnel			
1.3.2 Experience of the technicians Technician responsible for configuration and managing the firewall must be certified and have a minimum of five (5) years' experience on the proposed solution. Provide a copy of the certificate and C.V. of the technician detailing the relevant years of experience in supporting similar services.		Technician's CV	35%
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		
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Technical Information	Score	Proof of Document/s	Weighing %
1.3.3 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 include the following requirements:			
Turnaround time for implementing configuration changes, additions or modification: All planned changes must be completed within 2 days:		Draft SLA document	15%
Less than 1 day	5		
Less than 2 days	3		
More than 2 days	0		
Incident response plan Bidders are required to include incident response plan as part of their Draft SLA which include the following: 1) Prepare – ensure adequate firewall protection by using IDS, IPS etc 2) Identify – Detect, classify, and report incidents through automated reporting 3) Contain – limit and prevent loss of data or service downtime 4) Recover – restore firewall functionality		Draft SLA document	15%
Covers all items and provide more than the required four	5		
Covers all four items above	3		
Less than four items above	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
TOTAL SCORE:	100