

STATEMENT OR PURPOSE

The appointment of a service provider to supply licensing for a corporate communication software (Corporate LAN Advertising) for 130 users, 3 ADMIN users as well as to provide maintenance and support for the software for a period of 3 years.

BACKGROUND

CEF appointed a service provider to supply licensing and support CLA (Corporate LAN Advertising) a tool that allows the organisation a more modern way of communicating with employees. The solution enables the organisation to push corporate screen savers, wallpapers, pop- up messages and surveys to end user devices, such as laptops, mobile phones, televisions etc. The solution is designed to allow employees to receive communication through the various methods; and they can interact with surveys.

MINIMUM REQUIREMENTS

The supplier will be required to provide licenses and support an existing and already implemented solution that has the following features:

Dynamic Screensavers and Wallpapers

- Has the ability to override the PCs in the organization. Push through screen savers to user workstations as per department in the company.
- Advertise internal campaigns to selected workstations.
- The ability to schedule starting and ending date and times for displaying content.
- Pushes content to LED screens.

Pop- up Messaging

- The ability to push pop up messages to users within the organization as an alert for announcements, reminders, notifications, surveys, newsletters etc.
- Link pop up messages to images, videos and intranet articles.
- Tracking and reports on results of user interaction.
- Ability to schedule and publish pop-ups in advance.

Surveys

- The software provides the ability to send out surveys to staff members for gathering of general feedback.
- Provides the ability to link surveys to Outlook calendar item.
- Exports survey results to Excel documents
- Customizable surveys that can be targeted at required users and departments.
- Tracking of the surveys exposure that can be exported to Excel.

Ticker tapes messages

- Pushes messages that scroll at the bottom of PC screen or LCD monitors (as seen on news broadcasts).
- Publishes ticker tape messages to PC screens and LCD monitors.
- Provides the ability to publish different messages to different users or departments.
- Provides users with the ability to select pre-approved web feeds that can be displayed on their PC.
- Administrators can schedule and publish messages in advance.

Mobile Device Integration

- The software is available on IOS and Android mobile devices to ensure users who are not working on their workstations receive content.
- Users can receive pop up announcements that can be linked to documents, videos, web links and surveys.
- Has the functionality to interact with Screensavers and Wallpapers targeted at that user.
- Responses received from mobile users are collated with PC user's responses in a consolidated report.

SUPPORT

The bidder must provide a sample Service Level Agreement that highlights the turn-around times for support and escalations.

PRICING OPTIONS

The bidder must submit pricing options, which provides for licensing, support and maintenance for 130 users.

1. Evaluation Criteria

2.1 Administrative Evaluation Criteria

Service providers will be selected according to the following administrative criteria:

2.1.1 Mandatory Documents

- Valid original Tax Clearance Certificate must be provided along with the proposals; CEF will not do a business with any service provider whose tax issues are not declared with South African Revenue Services (SARS).

2.2 Mandatory Requirements

No.	Mandatory	Comply	Not Comply
2.2.1	The Bidder must be an accredited service distributor of the product or software (Proof of ownership), if not an owner. Confirmation letter or certificate must be attached.		

No.	Mandatory	Comply	Not Comply
2.2.2	The Bidder must be a South African based company. Provide copy of CIPC .		

2.3 Technical Evaluation Criteria

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.

Technical Information	Score	score	Weighing %
Experience of the company (Bidder)			
2.3.1 Company Experience The company must have delivered a minimum of three (3) projects, where similar services have been rendered. Please provide signed reference letters as proof for similar projects implemented or work done in the past years. The reference letter on client's letterhead must include the company name, contact person, contact details (telephone number and email address) and it should indicate when the service was done.			60%
5 Reference letters or more	5		
4 Reference letters	4		
3 Reference letters	3		
2 Reference letters	2		
1 Reference letters	1		
0 Reference letters	0		

Technical Information	Score	SCORE	Weighing %
Experience of the key personnel			
2.3.4 Experience of the project team On average, the project team that will be assigned to CEF must have a minimum of four (4) years' experience supporting the CLA solution. Provide a Project team's CVs and Certifications for each of the personnel that will be part of the support team, clearly indicating what their roles and responsibilities will be.			40%
5 years or more experience and certified to support the solution.	5		
4 years of experience	4		
3 years of experience	3		
2 years of experience	2		
1 year of experience	1		
Less than 1 year of experience	0		