

Statement of Purpose

Request for Quotation for the renewal of K2 Workflow, Technical Support and Maintenance for a period of 12 months.

BACKGROUND

Currently, our organization's K2 licensing for unlimited users is approaching its expiration date, to maintain uninterrupted service and compliance with our operational requirements, we are seeking a reliable service provider to manage the renewal process.

MINIMUM REQUIREMENTS

The supplier will be required to provide licenses and support an existing and already implemented solution.

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.

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.			60%

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.			
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 K2 Software. 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		