

SCOPE OF WORK AND TECHNICAL EVALUATION CRITERIA

1. INTRODUCTION

CEF SOC Ltd is a state-owned company involved in the search for appropriate energy solutions to meet the energy needs of South Africa and the sub-Saharan African region. It also manages the operation and development of the oil and gas assets of the South African government. The company falls under the auspices of the Department of Energy (DoE). For more information on the company, you can visit our current website: www.cefgroup.co.za

2. SCOPE OF WORK

CEF is looking for accredited service provider to supply and implement on-premise digital signing platform.

CEF requirements for an advanced digital signing platform:

- X24 Unlimited Advanced digital signatures per user for 12 months.
- X63 Unlimited Electronic signatures per user for 12 months.
- Separate license costs and support and maintenance fees.
- CEF requires support and maintenance based on time and material basis. Include support rate per hour in the bid response.
- Proposed solution should include workflow management with functionality to send email notification to users when action is required.
- Proposed solution must have a functionality to delegate authority and/or functionality to reroute documents to another user for approval.
- Proposed solution must have ability to reject documents, capture comments and reinitiate workflow process for when documents have been amended.
- Proposed solution must have secure digital signing with identity verification for advanced digital signature users.
- NB. The solutions must offer a completely secure mechanism for sending and receiving sensitive documents, with a full audit trail and proof of delivery.
- Ability to capture signatures using mobile devices (Android and Apple).
- Dashboard and reporting capability to track all documents and report on progress of documents.
- Proposed solution must have ability to integrate with Office applications and SharePoint.

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 5 years?

1.2 Functionality

Does the proposed solution meet required functionalities?

1.3 System Availability

The proposed system must be able to have guaranteed up-time of 99.5%.

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 RFQ document.

2.2 PHASE 2

Mandatory Requirements

Bidder must indicate their compliance/ non-compliance to the following requirements and substantiate their statement as required. The bidder must respond in the format below, where additional information is provided/ attached somewhere else; such information must be clearly referenced.

2.2.1 <u>SAAA ACCREDITATION</u>	Comply	Not Comply
Bidder must be accredited by South African Accreditation Authority for meeting the requirements of the Electronic Communications and Transactions Act No. 25 of 2002. Submit a copy of a valid accreditation letter		
Substantiate / Comments		

2.3 PHASE 3

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.

2.3.1 EXPERIENCE OF THE COMPANY

The company must have experience implementing and supporting advanced digital and electronic signature system.

Please provide reference letters as proof for similar services or work done in the past 5 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 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	

2.3.2 SYSTEM FUNCTIONALITY

The proposed solution must meet required functionalities listed below.

Provide a product brochure with a list of functionalities

1. Proposed solution should include workflow management with functionality to send email notification to users when action is required.
2. Proposed solution must have a functionality to delegate authority and/or functionality to reroute documents to another user for approval.
3. Proposed solution must have ability to reject documents, capture comments and reinstate workflow process for when documents have been amended.
4. Proposed solution must have secure digital signing with identity verification for advanced digital signature users.
5. NB. The solutions must offer a completely secure mechanism for sending and receiving sensitive documents, with a full audit trail and proof of delivery.
6. Ability to capture signatures using mobile devices.
7. Dashboard and reporting capability to track all documents and report on progress of documents.
8. Proposed solution must have ability to integrate with Office applications and SharePoint.

Evaluation Criteria	Document as Evidence	Score	Weighting %
Solution meets all requirements	Product brochure listing all functionalities	5	50%
Solution meets 5 to 7 requirements		4	
Solution meets 4 requirements		3	
Solution meets less than 4 requirements		0	

2.3.3 SYSTEM AVAILABILITY

The system must be able to have guaranteed up-time of 99.5%.

The bidder must provide a support proposal which must ensure the required system up-time of 99,5% which will be assessed on the appropriateness and applicability to the CEF SOC operating environment.

Evaluation Criteria	Document as Evidence	Score	Weighting %
Guaranteed 99.5% up-time	Provide a support proposal which must ensure the required system up-time of 99,5%	5	10%
< 99.5% up-time		0	

2.3.4 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 include the following requirements:

Evaluation Criteria	Document as Evidence	Score	Weighting %
Turnaround time for restoring system when it is not accessible:	Draft SLA		5%
Less than 2 hours		5	
2 Hours		3	
More than 2 hours		0	
Evaluation Criteria	Document as Evidence	Score	Weighting %
Turnaround time for restoring critical fault: a major function or component of system is not functioning	Draft SLA		5%
Less than 4 hours		5	
4 Hours		3	
More than 4 hours		0	
Evaluation Criteria	Document as Evidence	Score	Weighting %
Turnaround time for restoring non-critical system service that is down:	Draft SLA		5%
Less than 24 hours		5	
24 Hours		3	
More than 24 hours		0	
Evaluation Criteria	Document as Evidence	Score	Weighting %
Turnaround time for implementing enhancements and reporting requests	Draft SLA		5%
Less than 72 hours		5	
72 Hours		3	
More than 72 hours		0	