



APPOINTMENT OF A SERVICE PROVIDER FOR RENEWAL OF BOARD PACK SOLUTIONS LICENSES, SUPPORT AND MAINTENANCE FOR A PERIOD OF THIRTY-SIX (36) MONTHS

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 Mineral Resources and Energy (DMRE). For more information on the company, you can visit our current website: www.cefgroup.co.za

2. SCOPE OF WORK

CEF SOC Ltd invites quotes from accredited Board Pack Solution business partners for the renewal of BoardPAC annual license subscription, Maintenance, and support for a period of thirty-six (36) months.

Requirements:

The winning bidder will be required to perform the following:

- Provide annual license subscription for BoardPAC.
- Maintenance of integration packages between BoardPAC as and when required.
- Minor system enhancements as and when required.
- CEF requires time and material support and maintenance. Include a support rate per hour and monthly support fees based on estimated support hours in the bid response.
- The estimated support hours required are 5 hours per month.
- Access to a telephone and online helpdesk platform
- Service level agreement with response times for each priority level.
- Adherence to SLA targets and clearly defined escalation process.

Service level agreement for 12 months (Attach copy of draft SLA)

- Monitors and resolve errors.
- Perform proactive and preventative maintenance.
- Provide monthly support reports.
- Provide suitable systems and measures to ensure continuity in case of system failure.
- Provide support and perform backups on the system.
- Perform software updates and ensure the latest patching is done as soon as it is made available.
- Provide user and admin training.
- Any additional licensing will need to be included as part of the agreement.
- Criteria to determine priority level of each call. See below for example.

Priority Level	Description	Response time	Resolution time
Priority Level 1	System is unavailable	30 minutes	2 working hours
Priority Level 2	Critical fault: a major function, component or application is unusable	2 working hours	4 Working hours
Priority Level 3	A software function, component or application has been lost which does not seriously affect business critical work	8 working hours	24 working hours
Priority Level 4	Enquiry: all other problems that do not fall into the three categories above. This includes general queries and reporting requirements.	48 working hours	72 working hours

3. EVALUATION CRITERIA

3.1 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.

3.2 Phase 2

Mandatory Requirements

Bidder must be accredited by the software provider.

3.2.1 <u>ACCREDITATION</u>	Comply	Not Comply
Bidder must be an accredited BoardPAC Partner.		
Submit a copy of a valid accreditation/partnership letter		
Substantiate / Comments		

3.3 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.

3.3.1 EXPERIENCE OF THE COMPANY

The company must have experience implementing and supporting BoardPAC.

Please provide reference letters as proof of 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	

3.3.2 EXPERIENCE OF THE BoardPAC TEAM

The team that will be assigned to CEF must have experience in maintaining and supporting BoardPAC.

Provide a C.V. for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities.

Evaluation Criteria	Document as Evidence	Score	Weighting %
> 5 years of experience	CV of the Proposed team clearly listing the name of clients and work done	5	20%
5 years of experience		4	
> 3 years of experience but < 5 years of experience		3	
3 years of experience		2	
2 but < 3 years of experience		1	
< 1 year of experience/No CV submitted		0	

3.3.2 Extent to which solution covers specific requirements.

A minimum 80% of the specific Board Pack functionality requirements must be met.

Complete the Functionality Questionnaire indicating the extent to which your solution meets the specific requirements. Scores will be verified against clients at which such functionality was implemented.

Evaluation Criteria		Document as Evidence	Score	Weighting %
65 scores	Functionality Questionnaire		5	40%
59 – 64 scores			4	
52 – 58 scores			3	
46 – 51 scores			2	
< 46 scores			0	