Annexure C

Technical Evaluation Matrix/Rubrics

CSIR Network upgrade (design, provisioning, implementation, maintenance and support) for Five (5) Years
RFP No. 3551.1/29/09/2023

Bidders will undergo assessment based on the subsequent technical evaluation criteria. They should demonstrate their capability to fulfil the following functional evaluation criteria, substantiating as necessary with supporting documentation.

Main evaluation criteria	Sub criteria *All criteria will be scored according to the scoring criteria in this table.*	Weight	Reference page in bidders' proposal	Comments
TECHNICAL EVALUATION CRITERIA				
Technical Specifications Requirements			**To be completed by the bidder**	
1. PROJECT IMPLEMENTATION SCHEDULE		**25**	**To be completed by the bidder**	
1.1	Bidder must provide a detailed Project Implementation Schedule (Gantt Chart) with durations for each activity from when the contract is awarded until completion. Reference must be made to sequencing, interdependencies, CSIR responsibilities, bidder responsibilities and how risk will be managed. CSIR responsibilities may be summarised as a required outcome by the bidder to complete dependent activities successfully. The bidder must consider and align with **Annexure A1: Terms of Reference and Annexure A2 – Technical Specification Response**. • Non-submission of the project schedule **= 0 points** • Project schedule is submitted; however, it does not meet the requirements for the network upgrade as it did not address all the key deliverables for successful implementation **= 3 points** • The project schedule has been submitted; it addresses the scope required for successfully implementing the three (3) phases but lacks detail to assess whether the timelines are realistic. **= 5 points** • The project schedule has been submitted; it addresses the scope required for a successful implementation. In addition, the schedule	25		

Main evaluation criteria	Sub criteria *All criteria will be scored according to the scoring criteria in this table.*	Weight	Reference page in bidders' proposal	Comments
	reflects realistic durations to achieve the objectives within three years. **= 7 points** • Project schedule fits the project deliverables; all activities are indicated in the schedule, and the sequencing and timing of activities are very well defined, indicating that the Bidder has optimised the use of resources and manages risk through contingencies. The work schedule permits flexibility to accommodate contingencies. **= 10 points**			
2. SLA PERFORMANCE REQUIREMENTS (SUPPORT AND MAINTENANCE).		**20**	**To be completed by the bidder**	
2.1	Bidders must provide a letter of intent on a company letterhead signed by the delegated authority to support the deployed models for not less than 60 months. No submission of a signed letter of intent or the signed letter of intent does not meet the minimum 60-month requirement **= 0 Points** Submission of a signed letter of intent provided and it meets the minimum 60-month requirement **= 10 Points**	10		
2.2	Bidder must provide one (1) sample of a comprehensive Monthly SLA report with an analysis of the data that covers the following reporting areas: a. Number of calls logged per month. b. Mean Time to Resolve (MTTR) c. Resolution details for all incidents.	10		

Main evaluation criteria	Sub criteria *All criteria will be scored according to the scoring criteria in this table.*	Weight	Reference page in bidders' proposal	Comments
	d. Problem Management root cause analysis report, as guided per ITIL. e. Summary of maintenance and support actions undertaken per month f. Detailed report on Support credits/tokens/hours used Points will be allocated in the following manner: • Example report submitted without analysis covering less than three (3) reporting areas **= 0 Points** • Example report submitted with analysis between at least three (3) and five (5) reporting areas. **= 5 Points** • Example report submitted with analysis and all six (6) reporting areas **= 10 Points**			
3. COMPANY EXPERIENCE		**35**	**To be completed by the bidder**	
3.1	Bidder must submit a complete company profile, including a completed **Annexure M: Company experience and Customer references.** Points will be allocated in the following manner for each of the [Networking scope: Networking (Core, Access, Distribution and Data Centre), Wireless Technology and Network Access Control (NAC): • Novice **= 0 points** • Intermediate **= 3 points** • Advanced **= 7 points** • Expert **= 10 points**			

Main evaluation criteria	Sub criteria *All criteria will be scored according to the scoring criteria in this table.*	Weight	Reference page in bidders' proposal	Comments
	Should any of the Networking scope areas score a three or less, the bidder will score a 0 for this section.			
4. CUSTOMER REFERENCES		**20**	**To be completed by the bidder**	
4.1	The bidder must provide customer references of completed or current projects or both that validate the scope of work requested as part of this tender. [Networking scope: 1. Networking (Core, Access, Distribution and Data Centre), 2. Wireless Technology and 3. Network Access Control (NAC)] The references must be from different clients. Please reference section 7.4 in **Annexure A1 - Terms of Reference for Network Upgrade to the CSIR** and complete **Annexure M: Company Experience and Customer References.** Points will be allocated in the following manner for the scope of work: • No demonstrated experience **= 0 points** • Demonstrated experience in one of the Networking areas **= 3 points** • Demonstrated experience in two of the Networking areas **= 7 points** • Demonstrated experience in all the Networking areas **= 10 points**	20		

Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of **70%** and less than **50 %** on each of the individual criteria of the technical evaluation criteria will be eliminated from further evaluation on Price and Preference Points Evaluation.