

7. FUNCTIONALITY CRITERIA

CRITERIA APPLICABLE	GUIDELINES	ALLOCATION OF POINTS																																										
Company Experience	<p>The bidders are expected to have experience in managing all the above functional areas in medium or larger organizations, this should be accompanied by a reference letter/s which indicates:</p> <ul style="list-style-type: none"> a. Contactable reference/s b. Printed on client's letter head c. Details of the Service rendered d. Details of the services rendered to organisations consisting of 9000 or more users <p>The bidders shall be assessed per functional tower as follows:</p> <p><u>Data Centre Support Services</u></p> <table border="1" data-bbox="418 947 1211 1184"> <thead> <tr> <th>Years of Experience</th> <th>Score</th> <th>Max Score</th> </tr> </thead> <tbody> <tr> <td>No experience</td> <td>0</td> <td rowspan="5" style="text-align: center; vertical-align: middle;">4</td> </tr> <tr> <td>From 1 month up to 3 years</td> <td>1</td> </tr> <tr> <td>Above 3 years up to 6 years</td> <td>2</td> </tr> <tr> <td>Above 6 years up to 9 years</td> <td>3</td> </tr> <tr> <td>Above 9 years</td> <td>4</td> </tr> </tbody> </table> <p><u>Server Support Services</u></p> <table border="1" data-bbox="418 1304 1211 1541"> <thead> <tr> <th>Years of Experience</th> <th>Score</th> <th>Max Score</th> </tr> </thead> <tbody> <tr> <td>No experience</td> <td>0</td> <td rowspan="5" style="text-align: center; vertical-align: middle;">4</td> </tr> <tr> <td>From 1 month up to 3 years</td> <td>1</td> </tr> <tr> <td>Above 3 years up to 6 years</td> <td>2</td> </tr> <tr> <td>Above 6 years up to 9 years</td> <td>3</td> </tr> <tr> <td>Above 9 years</td> <td>4</td> </tr> </tbody> </table> <p><u>IT Continuity and Archiving Services</u></p> <table border="1" data-bbox="418 1661 1211 1898"> <thead> <tr> <th>Years of Experience</th> <th>Score</th> <th>Max Score</th> </tr> </thead> <tbody> <tr> <td>No experience</td> <td>0</td> <td rowspan="5" style="text-align: center; vertical-align: middle;">4</td> </tr> <tr> <td>From 1 month up to 3 years</td> <td>1</td> </tr> <tr> <td>Above 3 years up to 6 years</td> <td>2</td> </tr> <tr> <td>Above 6 years up to 9 years</td> <td>3</td> </tr> <tr> <td>Above 9 years</td> <td>4</td> </tr> </tbody> </table>	Years of Experience	Score	Max Score	No experience	0	4	From 1 month up to 3 years	1	Above 3 years up to 6 years	2	Above 6 years up to 9 years	3	Above 9 years	4	Years of Experience	Score	Max Score	No experience	0	4	From 1 month up to 3 years	1	Above 3 years up to 6 years	2	Above 6 years up to 9 years	3	Above 9 years	4	Years of Experience	Score	Max Score	No experience	0	4	From 1 month up to 3 years	1	Above 3 years up to 6 years	2	Above 6 years up to 9 years	3	Above 9 years	4	20
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Management Services

Years of Experience	Score	Max Score
No experience	0	4
From 1 month up to 3 years	1	
Above 3 years to 6 years	2	
Above 6 years to 9 years	3	
Above 9 years	4	

Directory, Collaboration and Messaging Support Services

Years of Experience	Score	Max Score
No experience	0	4
From 1 month up to 3 years	1	
Above 3 years up to 6 years	2	
Above 6 years up to 9 years	3	
Above 9 years	4	

The scores for each tower will be added together to obtain the overall score for this criterion. Failure for the bidder to reflect minimum experience (1 year) in any of the functional areas will result in the entire criterion being scored at zero

Failure by the bidders to submit a reference letter/s (including all the above criteria) will result in the bidder scoring zero (0) for this criterion.

**Resources
Technology
Certifications
and Skills**

The bidders are expected to allocate to the contract resources that are skilled in the technologies that are being used in the CoJ. The bidders should refer to Annexure D to view the skill levels and certifications as defined by the OEM. The bidders will therefore be scored on skill level that it presents per OEM.

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Huawei Data Centre

Skill Level Demonstrated	Score	Max Score
No Skills demonstrated	0	8
Skills Competency level 1	3	
Skills Competency level 2	6	
Skills Competency level 3	8	

DelIEMC / VCE

Skill Level Demonstrated	Score	Max Score
No Skills demonstrated	0	10
Skills Competency level 1	3	
Skills Competency level 2	6	
Skills Competency level 3	8	
Skills Competency level 4	10	

VMware

Skill Level Demonstrated	Score	Max Score
No Skills demonstrated	0	10
Skills Competency level 1	3	
Skills Competency level 2	6	
Skills Competency level 3	8	
Skills Competency level 4	10	

Microsoft

Skill Level Demonstrated	Score	Max Score
No Skills demonstrated	0	10
Skills Competency level 1	3	
Skills Competency level 2	6	
Skills Competency level 3	8	
Skills Competency level 4	10	

Suse

Skill Level Demonstrated	Score	Max Score
No Skills demonstrated	0	6
Skills Competency level 1	3	
Skills Competency level 2	6	

Oracle

Skill Level Demonstrated	Score	Max Score
No Skills demonstrated	0	6
Skills Competency level 1	3	
Skills Competency level 2	6	

Veritas

Skill Level Demonstrated	Score	Max Score
No Skills demonstrated	0	6
Skills Competency level 1	3	
Skills Competency level 2	6	

IBM Infrastructure

Skill Level Demonstrated	Score	Max Score
No Skills demonstrated	0	6
Skills Competency level 1	3	
Skills Competency level 2	6	

Mimecast

Skill Level Demonstrated	Score	Max Score
No Skills demonstrated	0	8
Skills Competency level 1	3	
Skills Competency level 2	6	
Skills Competency level 3	8	

	<p>All scores will be added together to obtain the overall score for the criterion. Failure for the bidder to reflect minimum resource skills in any of the OEM will result in the entire criterion being scored at zero; therefore, this means that the bidder should reflect a minimum of level 1 skill in all above OEM's.</p> <p>The successful bidder shall be further expected to allocate the exact resources and skills that are reflected in the response proposal. In the event of unforeseen circumstances, the resource skill shall be replaced with the same or above certified skill level.</p>	
<p>Service Operational and Improvement Plan</p>	<p>Understanding of the CoJ's requirements and plan indicating the following:</p> <ol style="list-style-type: none"> 1. Resource Plan: This area should indicate how the bidder would allocate its resources throughout the contract for all the functional areas <ol style="list-style-type: none"> a. Resourcing as per annexure [1] b. Operational Plan [2] c. Technical Service Improvement Plan [2] 2. Service Management Processes: This area should indicate how the bidder would manage its incidents and requests, following the below processes: <ol style="list-style-type: none"> a. Incident Management [2] b. Problem Management [2] c. Continuous Service Improvement plan [1] <p>Failure by the bidder to submit any of the above-mentioned plans will result in a score of zero (0) on the specified criterion.</p>	<p>10</p>
<p>TOTAL</p>		<p>100</p>