|  |
| --- |
| Technical Returnable  **Gatekeeper Question 1** |

**REFERENCE LETTER** **1** – The Supplier must prove that they are currently an IT managed service provider with local presence.

Suppliers Name:

Customer Name:

Period of service:

Description of services provided:

Contact details of reference

Name, Surname:

Designation:

Contact details (email and phone):

Reference Signature: Date:

(Duly authorized representative being the CIO or CFO)

Supplier Signature: Date:

(Duly authorized representative being the CEO/MD)

*Eskom reserves the right to contact the customer to verify the content of this letter. Failing signature by a duly authorized representative will lead to disqualification of the tenderer as this is a gatekeeper requirement*.

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| Technical Returnable  **Gatekeeper Question 2** |

**PARTNER LETTER** **1** – The Supplier must prove that they are a partner of both IBM and HPE.

Is the Supplier an official partner of both IBM & HPE?

Company name of Supplier:

IBM Partner (State Yes or No): \_\_\_\_\_\_\_\_ IBM Partner Level (State Level): \_\_\_\_\_\_

HPE Partner (State Yes or No): \_\_\_\_\_\_\_\_ HPE Partner Level (State Level):

Supplier Signature: Date:

(Duly authorized representative being the CEO/MD)

NB. As part of the technical returnables please supply OEM accreditation/certification from both hardware OEM providers confirming that the Supplier (or sub-contractor) is an official OEM partner. Please clearly indicate where these can be found in your RFP submission documentation.

|  |
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| Technical Questions Response **Technical Capability: Service Delivery Capability** **(Technical Capability Question # 2.1)** |

Does your monitoring toolset/s allow for integration into an enterprise monitoring suite using open standards and protocols?

Answer:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other attachment of Supplier (optional additional information):

I, (name and surname) , CEO/MD of (company) , hereby declare that the above is true and correct.

Sign:

Date:

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| Technical Questions Response **Technical Capability: ITIL and ISO Maturity** **(Technical Capability Question # 2.2)** |

Is the Supplier at minimum ITIL v3 maturity level 3 rated by an independent authority?

Company name of Supplier:

Company name of independent authority:

(Tick the appropriate box indicating the maturity level)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Level 1 | Level 2 | Level 3 | Level 4 | Level 5 |
|  |  |  |  |  |

I, (name and surname) , CEO/MD of (company) , hereby declare that the above is true and correct.

Sign:

Date:

NB. Please supply independent assessment for above ITIL requirement and independent assessment certification for ISO requirement as part of the technical returnables. Please clearly indicate where these can be found in your RFP submission documentation.

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| Technical Questions Response **Technical Capability: ITIL and ISO Maturity** **(Technical Capability Question # 2.3)** |

Is the Supplier ISO27001 certified? (Yes or No): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company name of Supplier:

I, (name and surname) , CEO/MD of (company) , hereby declare that the above is true and correct.

Sign:

Date:

NB. Please supply independent assessment certification for ISO requirement as part of the technical returnables. Please clearly indicate where these can be found in your RFP submission documentation.

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| Technical Questions Response **Technical Capability: Internal Management Process** **(Technical Capability Question # 2.4)** |

Has the Supplier previously implemented a minimum of three of the continuous service improvement processes listed below at a previous customer?

**REFERENCE LETTER**: Continuous Service Improvement

Suppliers Name:

Customer Name:

Period of service:

Description of processes implemented:

|  |  |  |
| --- | --- | --- |
| Process | Yes | No |
| Reporting - Have you used reporting information to review and improve your service at a previous customer? |  |  |
| Innovation - Have you used innovation to improve the IT environment and your service at a previous customer? |  |  |
| Process Improvement – Have you implemented business process improvement at a previous customer, to do things better, faster and more efficiently? |  |  |
| Cost Savings – Have you assisted a previous customer to achieve cost saving targets without compromising SLA's? |  |  |

Contact details of reference

Name, Surname:

Designation:

Contact details (email and phone):

Signed:

Reference CIO/CFO Supplier CEO/MD

Date: Date:

*Eskom reserves the right to contact the customer to verify the content of this letter. Failing signature by a duly authorized representative will lead to disqualification of the tenderer as this is a gatekeeper requirement*.

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| Technical Questions Response **Technical Capability: Internal Management Process** **(Technical Capability Question # 2.5)** |

Will the Supplier implement all of the continuous service improvement processes listed below at Eskom?

Description of processes to be implemented:

|  |  |  |
| --- | --- | --- |
| Process | Yes | No |
| Reporting - Have you used reporting information to review and improve your service at a previous customer? |  |  |
| Innovation - Have you used innovation to improve the IT environment and your service at a previous customer? |  |  |
| Process Improvement – Have you implemented business process improvement at a previous customer, to do things better, faster and more efficiently? |  |  |
| Cost Savings – Have you assisted a previous customer to achieve cost saving targets without compromising SLA's? |  |  |

I, (name and surname) , CEO/MD of (company) , hereby declare that the above is true and correct.

Sign:

Date:

|  |
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| Technical Questions Response **Main Evaluation - Ability to meet the stated service levels** **(Ability to provide acceptable levels of service to customers - Question # 4)** |

Please populate the separate Service Level Ability Response template supplied.

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| Technical Questions Response **Main Evaluation - Transition Plan** **(Transition Plan Framework Guidelines Question # 5)** |

The Transition period duration is 3 months. The following guidelines should be utilised when developing the Transition plan for submission.

1. A high-Level Roadmap with key milestones
2. Detailed Project plan reflecting the transition of the service
3. Detail all assumptions
4. Detail all risks and mitigation plans
5. Inclusions and Exclusions
6. RACI matrix
7. Detail the methodology to be used to conduct a Due Diligence exercise
   1. A Due Diligence exercise is not compulsory however the methodology must be provided even if the Supplier chooses not to conduct the Due Diligence exercise.
   2. A Due Diligence exercise can be done for the purposes of improving the Suppliers service to Eskom and not for any pricing adjustments relating to the services or assets.

NB. For the above requirement please supply a transition plan and clearly indicate where it can be found in your RFP submission documentation.

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| Technical Questions Response **Main Evaluation - Transition Plan** **(Transition Plan Question # 6)** |

**REFERENCE LETTER 1** – Service Transition Success

Suppliers Name:

Customer Name:

Number of Servers:

Contracted Period of Transition:

Description of Scope of Transition:

Contact details of reference

Name, Surname:

Designation:

Contact details (email and phone):

I, (name and surname) , CEO/MD of (customer company) , hereby declare that the Transition was completed within scope, time and budget.

Signed:

Reference CIO/CFO Supplier CEO/MD

Date: Date:

*Eskom reserves the right to contact the customer to verify the content of this letter. Failing signature by a duly authorized representative will lead to disqualification of the tenderer as this is a gatekeeper requirement*.