ANNEXURE A

EVALUATION CRITERIA

The tenders will be technically evaluated after the contractors have submitted their quality and safety related documents as requested by the employer's representative including other tenderer returnable.

Evaluation Date:	Name and Surname	Designation	Signature:
Technical Evaluation Done by:	[redacted]	[redacted]	[redacted]
Supported by (1):	[redacted]	[redacted]	[redacted]
Supported by (2):	[redacted]	[redacted]	[redacted]
Verified by:	[redacted]	[redacted]	[redacted]

1. SCOPE OF WORK

The objectives of the *works* are as follows:

The objective of this project is to replace the current obsolete PA system in all areas covered and not covered, to ensure complete coverage in the whole Duvha Power Station perimeter.

(1) Ensuring compatibility by expansion and the replacement of the obsolete TOA SX-2000 Main Head End Unit.
(2) Replacement of the existing PA system terminal equipment and cabling to ensure compliance to Eskom Standard (240-161708025 Generic Public Address Systems Technical Specification Standard) and SANS 7240 part 4, 16, 19 & 24.

Operating Philosophy

(1) The PA system is used for phased evacuation during emergencies (i.e. fire, bomb threats).
(2) There are two types of siren / pre-recorded sound alarms for fire and emergency evacuations.
(3) The procedure of how to operate the PA system is highlighted in the 240-31708091 - Emergency Alarm PA System Testing Rev 02 work instruction.
(4) The system operation is tested once a week to ensure system availability on all areas.

Loudspeaker Zones

Table 1: Loud Speaker Zones and Figure 1: Station Zone Layout and provides more info on the zoning of the PA system.

Zone	Description
1	All areas located at Unit 1
2	All areas located at Unit 2
3	All areas located at Unit 3

4	All areas located at Unit 4
5	All areas located at Unit 5
6	All areas located at Unit 6
7	All areas located West of the Turbine hall
8	All areas located at the Main entrance
9	WTP and LPS
10	All areas located East of the Unit 1
11	All areas located East of the Boiler hall
12	All areas located South of the Unit 1
13	All areas located around Simulator building
14	All areas South of Cooling Towers 1-3

Table 1: Loud Speaker Zones

Figure 1: Station Zone Layout

Project Execution Phases

The project execution is divided into two phases as illustrated below in table 1.

PHASE	DESCRIPTION
Phase 1	Complete detailed design for phase 1, Supply, Installation, commission zone amplifier cabinets, UPS and Main head end unit. Replacing/upgrading existing PA system cabinet.
Phase 2	Complete detailed design for phase 2, Replacement and/or Install of PA System Terminal Equipment (Horn, Ceiling & Box

	speakers) and PH120 wiring at the various zones.

Table 2: Execution Phases

(1) The objective of phase 1 is to prioritise areas with high occupancy first, getting the various zone amplifier cabinets connected and communicating with the head end unit and connecting to old terminal equipment. The connections will kick-start the restoration of a non-functional PA system.
(2) The objective of phase 2 is to install terminal equipment (Horn, Ceiling & Box speakers) in areas not covered by the old system and also to upgrade the old terminal equipment (Horn, Ceiling & Box speakers).
(3) Phase 1 Scope of Work (SOW) includes the following:
    i. Detailed Design for the complete SANS 7240 / EN 54 compliant PA System.
    ii. Supply, Install and commission all new terminal equipment (zone amplifier cabinets) that are SANS 7240 / EN54 compliant, including associated compliant cabling in the amplifier and UPS cabinets.
    iii. Interface all terminal equipment (zone amplifier cabinets) to the PA system manager at the EP centre.
    iv. Connection between new amplifiers and old terminal equipment that can be re-used (Horn, Ceiling & Box speakers).
(4) Phase 2 Scope of Work (SOW) includes the following:
    i. Design, supply, installation and commissioning of SANS 7240 / EN54 terminal equipment (Horn, Ceiling & Box speakers) in areas not previously covered.
    ii. Replace all old terminal equipment (Horn, Ceiling & Box speakers).

3. EVALUATION SUMMARY

PA System

Gatekeepers: Accredited & Certified installer of OEM equipment — Yes = Qualified, No = Disqualified

KPA - Area of Evaluation	Weight (%)	KPI - Criteria Evaluation Indicator	Minimum Criteria Evaluation Requirements	Source	%	Totally Deficient or Non Responsive	Non-Compliant	Compliant with associated qualifications	Compliant	Score	TOTAL RATING	Comments
Technical Requirements	60%	PA system requirements sheet		Documents submitted showing all aspects of the requirements are met such as drawings, manuals, datasheets etc.	85%	Requirements not met = 0%	Some requirements met = 40%	Not all requirements have been met = 80%	Met all requirements = 100%			
		BOQ	BOQ based on calculation sheets	BOQ showing all aspects of the Works has been taken into consideration.	15%	Nothing submitted = 0%	Submitted some information = 40%	Passable information submitted = 75%	Sufficient information submitted = 100%			
					100%					0,00	0%	
	40%	Certification and Accreditation and Projects personnel	Accredited & Certified installer of OEM equipment	OEM letter confirming Accreditation and Certification	10%	No information provided/not accredited & certified installer of OEM equipment = 0%		Is accredited & certified installer of OEM equipment = 100%				
			Execution and implementation of similar PA projects, minimum of 2.	Reference to similar project executed and implemented and commissioned	60%	0 projects = 0%	1 project = 40%	2 projects = 80%	4 projects = 100%			
			Project Engineer : Engineering qualification: Bsc. Eng/B-tech/ND/N6 Diploma Power Station Experience; PA System Experience; Design Experience; Project Management knowledge; OHS Act Knowledge.	Attach CV and the certified copy of the qualification on the tender documents as per organogram	15%	0/6 Requirements = 0%	2/6 Requirements = 40%	4/6 Requirements = 80 %	>6 Requirements = 100%			
			Technician: Electrical: N6 Diploma/ ND Elect./ NQF Level 5 Engineering qualification	Attach Certificate on the CV	15%	0/2 Requirements= 0%	1/2 Requirements= 40%	2/2 Requirements = 80%	>2 Requirements= 100%			
					100%					0,00	0,00%	
										TOTAL SCORE	0%	

TAKE NOTE: ONLY FUNCTIONALLY SUITABLE IF TOTAL SCORE IS ≥ 80 % (HIGHLIGHTED IN GREEN)

3.1. PA System Requirement Sheet

Number	DESCRIPTION	Score (0,2,4,5)	Comments	Total	Total Score
1.	**TECHNICAL STANDARDS / COMPLIANCE**			30	
1.1	All equipment shall comply with the following EN54 Standard family parts:				
1.1.1	EN54 Part 4 (EN54-4) - Voice Alarm Power Supply Equipment				
1.1.2	EN54 Part 16 (EN54-16) - Voice Alarm and Indicating equipment				
1.1.3	EN54 Part 24 (EN54-24) - Voice Alarm Loudspeakers [M] - Compliance Required				
1.1.4	ISO7240 Part 19 (7240-19) - Design, Installation, Commissioning, and Maintenance of Sound Systems for Emergency purposes.				
1.1.5	Speakers may also conform to ISO 7240-24 and / or BS-5839-8 standards				
1.1.6	Only equipment certified under EN54 Standard by an authorized certification body may be proposed where applicable.				

2.	TYPE APPROVAL	Score (0,2,4,5)	Comments	Total	Total Score
2.1	All modems, routers, switches, patch panels, and external media inputs shall be ICASA approved where applicable.			5	

3.	EQUIPMENT HOUSING	Score (0,2,4,5)	Comments	Total	Total Score
3.1	All system equipment shall be housed in 600mm x 600mm floor-standing cabinets.			35	
3.2	The housing shall be constructed of steel and be powder coated.				
3.3	The housing shall include the option of castors with braking mechanisms on all wheels.				
3.4	Housing shall have a smoked glass door in front and a steel access door at the rear.				
3.5	Both, front and rear access doors must be lockable and be supplied with spare keys.				
3.6	Housing shall have a 4-WAY fan tray on the inside of the roof of the housing.				
3.7	The height of the equipment housing shall be adequate to ensure that there is a minimum ventilation space of 1U between the components housed in it.				

4.	SYSTEM ARCHITECTURE	Score (0,2,4,5)	Comments	Total	Total Score
4.1	System shall be scalable allowing for de-centralised components in different locations under a centralised control over a packet-based network backbone.			100	

4.2	The system components shall provide network redundancy by doubling on the TCP/IP Ethernet interfaces, supplying two ports for audio and data control transmission on each decentralised device.		
4.3	The system shall support an additional analogue audio reserve path to allow for an all-call paging in case of a network failure or CPU failure, as well as signal path line faults anywhere between microphone(s) and amplifier(s).		
4.4	The de-centralised zones shall have their local audio output / inputs, battery surveillance capability, battery charging capability, and speaker line surveillance capabilities.		
4.5	The system manager shall be capable of monitoring all decentralised zones centrally and logging all events.		
4.6	All system components shall be modular and of the 19" rackmount type.		
4.7	All components of the system except for multi-media inputs, recording/playback devices, batteries, and network connectivity switches shall be from the same manufacturer’s stable.		
4.8	Control of the entire system must be software-driven using the latest MS OS supported at time of deployment.		
4.9	The system shall not be part of any other system such as a fire control system but be capable of integration with other stand-alone systems such as Fire control panels.		
4.10	Operational tasks must be performed by menu buttons with visible LCD displays and LED statuses.		
4.11	The system shall cater for an initial of 2 microphone and / or external line-level inputs which can be expandable to a minimum of 64 such inputs.		
4.12	The system shall cater for an initial minimum of 8 amplifier outputs which can be expandable up to 256 such outputs.		
4.13	The system shall cater for a minimum of 16 audio channels for general broadcasts (paging, announcements, etc.) and 4 audio channels for emergency broadcasts which can be processed simultaneously.		
4.14	The system shall provide for a minimum of 256 levels of priority settings. This is to assign different levels of management of the system.		
4.15	The system shall be capable of accommodating A-B speaker wiring configuration.		
4.16	The system shall be capable of handling of emergency broadcasts and paging announcements, simultaneously in different zones. However emergency conditions “all-call” takes priority over all broadcasts.		

4.17	The system shall be capable of broadcasting up to four different emergency messages (alert & evacuation) simultaneously into individual zones or groups of zones, in order to avoid unnecessary evacuations in non-affected areas thereby avoiding a state of panic.				
4.18	The system shall provide programming of four 3-phase alarm sequences. The phases shall be triggered automatically by a programmable timer, or externally by the fire detection system or the emergency microphone panel. The number of phases can be matched to the requirements.				
4.19	The system shall be capable of controlling up to 1416 control inputs and 1416 control outputs.				
4.20	System architecture and requirements to conform to the requirements in ***3.1.2 General system requirements and system architecture*** of the works.				

5.	**CALL STATIONS / HMI**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
5.1	Call stations/ HMI to conform to the requirements listed in ***3.3.2 Call stations/HMI*** of the works.			5	

6.	**ZONES**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
6.1	The system must be supplied with a minimum of 14 zones with the option to increase this to a maximum of 256 zones with the addition of output modules.			10	
6.2	The system must be programmable to select individual zones, or groups of zones, as well as all call paging.				

7.	**TONES / PRE-RECORDED MESSAGES**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
7.1	The system shall accommodate for a minimum of 32 tones and / or pre-recorded messages or a combination thereof.			20	
7.2	The tones / pre-recorded messages shall not be stored on a rotary disc (CD/DVD).				
7.3	The tones / pre-recorded messages shall not be run off removable madia.				
7.4	Requirements to be met as per scope in 3.3.4 Tones (Pre-Recorded Messages)				

8.	**COMPUTERS AND SERVERS**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
8.1	Computers and servers to use the latest MS OS supported at time of deployment.			55	
8.2	Server cabinets to be colled by means of air cons.				
8.3	Servers to have the latest anti-malware software.				

8.4	Servers to have security patches/updates for all operating systems and software that is part of the scope of supply.		
8.5	Servers and computers to be rated for 24/7 use.		
8.6	Servers to have dedicated hardware.		
8.7	Servers to have hot swappable redundant power supplies to ensure operation of PA system.		
8.8	Servers to have redundant hot swappable harddrives to ensure operation of PA system.		
8.9	Servers ot be 19" rack mounted.		
8.10	Servers to have redundant network connections to ensure operation of PA system.		
8.11	Case fans to also be redundant.		

9.	**NETWORK EQUIPMENT AND SECURITY**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
9.1	PA system to comply to Eskom's Cyber Security Standards			20	
9.2	PA system to have identity functionality for network user identification, hosts, application and services so that only legitimate users can access the network.				
9.3	Network design to indicate network seperations by means of firewall for interfaces to the PA system.				
9.4	All network switches to conform to the requirments as in ***3.3.6.1 Network switches*** of the works.				

10.	**TIME SYNCHRONISATION**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
10.1	Design to indicate time synchronisation for all relevant components of the PA system as in ***3.3.7 Time Synhcronisation*** of the works.			5	

11.	**SYSTEM MANAGER**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
11.1	System manager to comply to Eskom's Emergecny Preparedness Public Address System standard.			10	
11.2	System manager to conform to the requirements in ***3.3.8 System manager*** of the works.				

12.	**USER MANAGEMENT SYSTEM**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
12.1	A user management system to be provided as per requirements in ***3.3.9 User management system*** of the works.			5	

13.	**MICROPHONES CONSOLES**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**

13.1	The system shall be able to accommodate for remote microphones as well as a Fireman's microphone.			40	
13.2	The remote microphones must provide for a minimum of 14 selectable buttons that can be programmable by the system to select features such as zone select, alert signals, volume settings, custom functions, and any other input sources and must also be expandable to cater for a minimum of 80 zones.				
13.3	The Fireman's microphone shall have a priority status and be capable of over-riding any other broadcast.				
13.4	The Fireman's microphone shall also have a functionality of being able to effect an all call broadcast in the event of the failure of the system manager.				
13.5	All microphone unit(s) shall also have the capability of receiving fault indications in the form of flashing LEDs and buzzer feature(s) and allow for such faults to be acknowledged on the microphone unit.				
13.6	All microphone unit(s) shall also be capable of acknowledging any emergency broadcasts.				
13.7	Each microphone must be able to be assigned a different priority level by the system.				
13.8	Any remote microphone shall be capable of being programmed to work as a Fireman's microphone.				

14.	**CRITICAL SIGNAL PATH MONITORING & FAULT DETECTION / INDICATION**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
14.1	The system shall be capable of monitoring all speaker lines via the microphone unit by means of impedance monitoring.			70	
14.2	The monitoring shall include open CCTs, short CCTs, and earth leakage (ground) faults on speaker lines.				
14.3	The sensitivity of the speaker line monitoring shall be adjustable to prevent any false indications.				
14.4	The following faults are also to be indicated on the microphone unit(s) as General Faults:				
14.4.1	CPU Failure				
14.4.2	Mains supply				
14.4.3	Stand-by batteries and charger				
14.4.4	Stand-by amplifiers				
14.4.5	All protective devices such as fuses				
14.4.6	The fire-alarm broadcast initiation point(s)				
14.4.7	Emergency messages				

14.4.8	Interlinks between different components		
14.4.9	Battery Fault		
14.4.10	The indication of faults should be announced within 100 seconds of occurrence of the fault.		

15.	**BASIC SYSTEM SOFTWARE / SOFTWARE LICENSES**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
15.1	The system shall be provided with all necessary software and licensing.			10	
15.2	Indicate whether there is any need for periodic license renewal and associated firmware upgrade costs.				

16.	**POWER SUPPLY & STAND-BY BATTERIES**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
16.1	The system shall be equipped with EN54 compliant stand-by batteries to cater for a minimum stand-by period of 24 hours and a continuous broadcast of 30 minutes at full power.			30	
16.2	The system shall be powered by 24VDC via power supply modules working off 220VAC and must be capable of a seamless transition between AC and DC.				
16.3	Stand-by batteries shall be of the sealed Vent regulated Lead Acid (VRLA), flame retardant variety and maintenance free.				
16.4	Stand-by batteries shall comply with EN50272 and EN60896-2 standards.				
16.5	The minimum life-span of the batteries shall be 10 years.				
16.6	The system must be capable of discharging and re-charging each battery at a pre-determined interval for purposes of keeping each battery in optimal condition.				

17.	**REDUNDANCY**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
17.1	The system shall allow for redundancy on both, fibre & copper concurrently			30	
17.2	Redundancy for audio broadcasts shall be provided over copper via analogue link ports				
17.3	The system shall allow for all call broadcasts even during failure of the system manager CPU.				
17.4	A stand-by amplifier which is equal to or higher in capacity than the capacity of any other amplifier in the same rack, shall be installed for every 10 amplifiers in a zone.				
17.5	The stand-by amplifier must be able to take over the load of any amplifier that has failed, without the need for any human interface.				
17.6	The system must be powered by a dual power supply (excluding stand-by batteries)				

18.	**INTERFACES**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**

18.1	The system shall be capable of accommodating any external inputs from stand-alone panels such as fire detection, distributed control system and consolidated building management system.			15	
18.2	The system shall also be capable of providing outputs to trigger indicating equipment such as buzzers and lights.				
18.3	The system shall have an Ethernet port for the purposes of connecting a service terminal as well as connection to a LAN port for remote access.				

19.	**SYSTEM EVENT LOG**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
19.1	The system shall be capable of logging a minimum of 10 000 event logs on a CF card in text format which can be accessed even after a total system failure.			15	
19.2	The system event log must be accessible remotely.				
19.3	The log format must be able to be exported into MS® Excel as well as PDF formats.				

20.	**POWER AMPLIFIERS**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
20.1	Various power amplifier modules to be used in design as per ***3.3.10 Terminal equipment functional requirement***s in the works.			15	
20.2	Power amplifiers to have LED's on front panel to for indications as per ***3.3.10 Terminal equipment functional requirements*** in the works.				
20.3	Designs and specifications of the power amplifiers to conform as per ***3.3.10 Terminal equipment functional requirements*** in the works.				

21.	**VOLUME CONTROLS**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
21.1	Each loudspeaker to be fitted with volume control unit and needs to onl;y be controlled from the central control panel as per ***3.3.10 Terminal equipment functional requirements*** in the works.			5	

22.	**VISUAL WARNING DEVICES**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
22.1	Visual warning devices to be part of design with the speakers as a visual indication in areas with high permanent ambient noise and needs to comply with SANS 7240. Visual warning devices to conform to ***3.3.10 Terminal equipment functional requirements*** in the works.			5	

22.	SPEAKERS / SPEAKER CABLING	Score (0,2,4,5)	Comments	Total	Total Score
22.1	All fire-rated speaker equipment must comply with EN54-54 specifications.			60	
22.2	Speakers complying to ISO 7240-24 or BS 5839-8 are also acceptable and must be identified as such.				
22.3	The SPL of speakers shall be rated to allow them to fall into the category of Green products.				
22.3.1	The minimum SPL of speakers shall be as follows to reduce the required consumption wattage:				
22.3.2	Ceiling-mount speakers: +/-90dB @ 6w @ 1m				
22.3.3	Wall-mount speakers: +/-95dB @ 6w @ 1m				
22.3.4	Bi-Directional speakers: +/-97dB @ 10w @ 1m				
22.3.5	Horn Speakers: +/-113dB @ 10w @ 1m				
22.4	Speakers should have ceramic terminal blocks, thermal fuses, and metal fire-dome where applicable.				
22.5	Speaker cabling shall be a minimum PH120 class as per EN50200/SANS10139.				
22.6	Cabling may be of the indoor and outdoor use application and must have a minimum cross-sectional core of 1.5mm.				
22.7	Speaker design and specification to also conform to ***3.3.10 Terminal equipment functional requirements*** in the works.				

23.	ON-SITE MANGEMENT REQUIREMENTS	Score (0,2,4,5)	Comments	Total	Total Score
23.1	On-site management of the PA system will be via human interface through a computerised system.			35	
23.2	Hardware: Management platform shall comprise of a desktop computer and minimum 17” Flat Screen monitor to support rapid execution of maintenance and reporting routines.				
23.3	Software: Management / Administrative software and licensing shall execute maintenance routines of the entire system, monitor the operational status of all components of the system (including speakers), and changing the configuration parameters of the system both on site and remotely by way of Eskom LAN or Internet access.				
23.4	Event log database capable of recording all system faults as well as all controls effected through human interface.				
23.5	The system must be capable of accommodating an external voice activated recording device to record all announcements made via each of the microphones.				

23.6	The recorder should be a capable of recording in multiple formats onto compact disc/s and/or high capacity SD card/s. All recorded data must contain date & time stamp information during recording & playback.				
23.7	Access to on-site management system service terminal must be password protected.				

24.	**REMOTE MANAGEMENT SYSTEM REQUIREMENTS**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
24.1	The remote management must not require any specialised remote management platform to access the installed location/s remotely.			30	
24.2	Stipulate the licensing terms and conditions applicable to the Remote Management Platform.				
24.3	List all the functionalities provided over remote access configuration.				
24.4	The Remote Management System shall generate status reports concerning all aspects of the respective PA system and its components. Such reports shall be capable of being exported and transmitted electronically.				
24.5	Remote access to any of the installed sites must be password protected.				
24.6	Remote management system to also conform to requirements in ***3.3.6.2 Remote Management*** of the works.				

25.	**TESTING AND COMMISSIONING**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
25.1	Supplier to indicate/supply system configuration and commisioning procedures that conforms to ***3.4 Testing and commisionin***g of the works.			5	

26.	**FACTORY ACCEPTANCE TESTING (FAT)**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
26.1	The supplier to provide methodology of pre-FAT and FAT and must conform to the requirements in ***2.13.3.2 pre-FAT*** and ***2.13.3.3 Factory acceptence test*** of the works.			5	

27.	**SITE ACCEPTANCE TESTING (SAT)**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
27.1	The supplier to provide methodology of site integration test and must conform to the requirements in ***2.13.3.4 Site integration test (SIT)*** of the works.			5	

28.	**SYSTEM MANUAL(S) / DOCUMENTATION / CERTIFICATES**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
28.1	Multiple copies of the system design & architecture, system components, User Manuals, and all other Data Sheets are to be supplied with the system.			25	
28.2	All components and equipment must be supplied with their CPD certification documents.				

28.3	Only CPD certificates issued by a registered "Notified Body" under ECC will be valid.		
28.4	The manuals, documentation, and certificates must be made available in both, hard and soft copy formats.		
28.5	The initial fingerprint of the system stored in the CF card must also be provided as a soft copy.		

29.	**SYSTEM LIFE-CYCLE**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
29.1	The minimum system life-cycle of the proposed product must be 10 years.			10	
29.2	The life-cycle of the product must be further supported in terms of spares availability for a minimum period of 7 years after discontinuation of the product.				

30.	**WARRANTY & SUPPORT**	**Score (0,2,4,5)**	**Comments**	**Total**	**Total Score**
30.1	The system shall carry a minimum local (South African) warranty of 36 months with on-site as well as telephonic support from date of the system being commissioned. Eskom shall thereafter have the option to access on-going support in terms of a subsequent agreement.			60	
30.2	The supplier must have a technician on call on a 24-hour basis for purposes of telephonic support.				
30.3	Supplier spares holding should include minimum replacement spares to restore service of the system in its entirety within 8 working hours.				
30.4	All support shall also include all firmware upgrades of the initial system version installed over the operational life of the system.				
30.5	The support shall include First Line Level maintenance training including remote management system training as well as periodic refresher training for Eskom Telecommunications' maintenance technicians.				
30.6	The supplier shall also provide Operator training on site to the End-User.				
30.7	The supplier shall be available on a consultative basis to assist in providing a solution to Eskom Telecommunications for their clients.				
30.8	Product support must include national as well as international support through the local branch.				
30.9	The supplier shall be willing to enter into a SLA with Eskom Telecommunications for ad-hoc support.				
30.10	The supplier shall be the OEM or the exclusively appointed agent / distributor of the OEM in South Africa and may not be a reseller of the exclusively appointed agent / distributor of the OEM. Non-OEM supplier acceptance will be subject to Evaluation Committee approval.				

30.11	The supplier should have history of supplying products of this nature in South Africa for at least a minimum period of 10 years.		
30.12	Supplier should have a local technician available not more than 500km from any Eskom site in South Africa for purposes of on-site support.		

4. DETAILED EVALUATION

For the mandatory scoring, if the tenderer did not meet any requirement ("No"), the tenderer will not qualify for further evaluation. Each section will be scored with a score as shown in the table below.

Table 3: Qualitative Evaluation Criteria Scoring Table

Score	(%)	Definition
5	100	**COMPLIANT** • Meet technical requirement(s) AND; • No foreseen technical risk(s) in meeting technical requirements.
4	80	**COMPLIANT WITH ASSOCIATED QUALIFICATIONS** Meet technical requirement(s) with; • Acceptable technical risk(s) AND/OR; • Acceptable exceptions AND/OR; • Acceptable conditions.
2	40	**NON-COMPLIANT** • Does not meet technical requirement(s) AND/OR; • Unacceptable technical risk(s) AND/OR; • Unacceptable exceptions AND/OR; • Unacceptable conditions.
0	0	**TOTALLY DEFICIENT OR NON-RESPONSIVE**

Note 1: If the tenderer does not pass the gatekeeper (Accreditation & Certification of OEM requirements on "Criteria" sheet), the tenderer will not be evaluated further.

5. RECOMMENDATION