

## Functionality Evaluation Criteria

Technical Criteria	Description	Proof	Score allocation	Total Score (%)
Availability of Spares and consumables	Supplier to provide all the spares/consumables as per the scope of work provided	Quotation	10	10
Competency	Supplier to prove that they can service and repair SI Analytics coulometers.	Supplier to provide a) Competency certificate on SI instruments and b) An example of previous service report on SI instruments	20	20
		If the supplier provides only a) or b)	10	
On-site service and repairs	Supplier must be able to perform service and repairs on all P&FS laboratories sites	Confirm on a letterhead that service & Calibration can be delivered: -  • On all sites as per scope	15	15
		• To five (5) sites	10	
		• To two (2) sites	5	
Turnaround time	The supplier must respond to request for repairs within 48 hours of receiving the purchase order number.	Confirm commitment on company letterhead:  <b>within 48hrs</b>	10	10
		Confirm commitment on company letterhead:  >48hrs	5	
Service certificate / report	Service /Calibration certificate / report must comply with guidelines as indicated in the scope of the tender document	Example of a certificates / reports must have at least:  All items (100%)	10	10
		90% items	8	

		50% items	3	
Experience	Relevant experience of not less than three (3) years on working with SI Analytics coulometers	Submit three (3) letter/s of reference from customer/s where related services were rendered.	15	15
		Submit two (2) letter/s of reference from customer/s where related services were rendered.	10	
OEM	OEM supplier  If not an OEM - must provide letter from OEM that they will support your tender	Provide a letter indicating that supplier is an OEM or a sole distributor	20	20
		Submit a letter from OEM that they will support tenderer with sale of spares and consumables.	15	
<b>Total</b>				<b>100%</b>

**Minimum Threshold =75%**