	Tender Technical Evaluation Strategy	**Group IT**

Title: **Tender Technical Evaluation Strategy for The Provision of Electronic Distribution of Eskom Customer Documents (Financial and Correspondence) for a period of 5 Years.**

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Compiled by	Functional Responsibility	Authorised by
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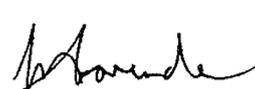
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1. BACKGROUND

1.1 PURPOSE

The purpose of this tender technical evaluation strategy is to define the Mandatory Evaluation Criteria, Qualitative Evaluation Criteria and TET member responsibilities for tender technical evaluation. The technical evaluation strategy serves as a blueprint for execution of the tender technical evaluation process.

1.2 APPLICABILITY

This document applies to the signatories on this document and their future functional replacements.

1.3 OVERVIEW

Table 1: Transaction Overview

Tender description/name	The Provision of Electronic Distribution of Eskom Customer Documents (Financial and Correspondence).
Contract duration	5 Years
Budgeted value	R 4 602 937,13
Informed by BRS?	No
Informed by RFI?	No
Planned procurement method	Open Tender
Replacement of current contract or new demand?	New Contract

2. HIGH LEVEL SCOPE OF WORK

Provision of an Electronic Documents Distribution Services (EDDS) service.

- The service should allow Eskom to deliver customer's documents and correspondence via an email channel. The documents include LPU and SPU electricity bills, account statements, disconnection letters as well as IT3b certificates.

- The solution should be a service, that is not hardware or software to procure.

- No training for Eskom resources required.

3. TECHNICAL EVALUATION PROCESS

The technical evaluation process to be followed is described in the points below:

3.1 DESKTOP EVALUATION

1. The gate keepers will be evaluated first, if a vendor fails to meet any one of the gatekeeper requirements the vendor will be disqualified from the procurement process.

2. Vendors who have passed all gatekeeper requirements will proceed to the desktop evaluation.

3. The desktop evaluations will be conducted at Megawatt Park.

4. All vendors who meet or exceed the stipulated desktop threshold(s) will proceed to the commercial evaluations.

5. An evaluation report will be compiled detailing the outcome of the technical evaluation and shared with the procurement practitioner for further assessment of the vendors who have passed.

DEMONSTRATION N/A

4. TECHNICAL EVALUATION THRESHOLDS

The table below describes the minimum weighted final score (threshold) a tenderer must meet or exceed to progress to the next stages of tender evaluation.

Table 2: Applicable Thresholds

Technical Evaluation Stage	Threshold required to progress
Desktop Evaluation	80%
Demonstration	N/A

4.1 GATE KEEPER THRESHOLD

Gatekeepers are evaluated as **PASS/FAIL**. Vendors must pass **all** gatekeepers to progress. Failure to pass all the gatekeepers will result in a disqualification and the vendor will not proceed to the next stages of evaluation.

5. TECHNICAL EVALUATION TEAM (TET)

5.1 TET MEMBERS

Table 3: TET Members

TET number	TET Member Name	Designation
TET 1	Rebecca Shabalala	Senior Advisor
TET 2	Kalvin Munusamy	System Analyst
TET 3	Kevin Pillay	System Analyst

5.2 ALTERNATE TET MEMBERS

Table 4: Alternate TET Members

TET number	TET Member Name	Designation
TET 1	Mduduzi Ndwandwe	Application Support Manager
TET 2	Mugeshen Covenden	Solution Support Manager

5.3 TET MEMBER RESPONSIBILITIES

Table 2: TET Member Responsibilities

Mandatory Criteria Number	TET 1	TET 2	TET 3	TET 4	TET 5
1	X	X	X		
2	X	X	X		

3	X	X	X		
Technical Criteria Number / category	**TET 1**	**TET 2**	**TET 3**	**TET 4**	**TET 5**
Functional	X	X	X		
Key requirements	System Requirements	System Requirements	System Requirements		
	Security	Security	Security		
	Governance	Governance	Governance		
	Reference	Reference	Reference		

6. TECHNICAL EVALUATION CRITERIA

6.1 MANADATORY EVALUATION CRITERIA (GATEKEEPERS)

Table 3: Mandatory Technical Evaluation Criteria

	Gatekeeper requirements	Mandatory Tender Returnable	Motivation for use of Criteria
1.	Compliance to Acts and Regulations of South Africa	**Signed declaration of the following acts and regulations:** 1. information privacy legislation, including Consumer Protection Act, Electronic Communication and Transactions Act 2. Promotion of access to information legislation 3. Comply with Promotion of Access to information legislation.	Regulatory – Compliance to information legislation.
2.	Compliance to Policies and Procedures that safeguard information	**Signed Policies of the following:** 1. Compliance to monitoring and audit policy. 2. Procedures for managing the records of the system including preservation and disposition procedures. 3. Establish and maintain a security and internal control framework policy. 4. Establish and maintain an encryption management and cryptographic controls policy. 5. Data retention policy	Regulatory – Compliance to information legislation.

6.2 DESKTOP EVALUATION CRITERIA

Table 4: Desktop Evaluation Criteria

Categories	Category Weight	Item #	Technical Requirements		Evaluator Scores		
			Business requirements	**Mandatory Returnable -** Evidence below to be provided in the technical file and numbered to align with each criteria question.	**Weight / Max score**	**Scoring guideline**	**Selection Options**
System Requirements	10,0%	1	Web user interface to allow Eskom to view status of emails: 1. To enable tracking of all successful and unsuccessful deliveries. 2. Recon Report. 3. Ad hoc reporting on email delivery **The site should be a secured site and supplier to provide credentials to access the site.**	The tenderer must be able to demonstrate with evidence how the web looks like. Provide a prospectus of the product and any website where information can be verified.	10,0%	Website and/with a brochure	10%
						Only Website or Brochure	0%
Security	30,0%	2	Detail all the **security information** related to this product/solution. These include but are not limited to: 1. Can data be manipulated electronically by hackers/or other staff? 2. Identify the level of audit and security management tools provided with the system/solution. 3.	Security information standards - Provide references to the source of these standards for checking purposes. Supplier needs to either abide by the Technical CIS Security standards of Eskom or provide Eskom with a view that they have bettered the security technical requirements to secure this data.	30,0%	Security information standards	30%
						No standard	0%
Governance	40,0%	3	**Auditing and Tracking:** 1. Are tracking and audit logs protected from unauthorised change? 2. Does the system keep an audit trail that can track which system user made what change at what time, and indicate old and new data values?	Change and Transition Management Process. Provide the process on how you do change and transition. Provide an example of an Activity log.	20,0%	Change Management Process/Procedure and an example or screenshot of activity logs	20%
						No reference	0%
		4	Business Continuity Process	In the event of a Disaster - provide the process or policy with regards to BCP.	20,0%	DR policy/procedure	20%
						No reference	0%
Reference	20,0%	5	Reference Letters	Provide 2 or more reference letters from current/previous customers on the company letterhead. The letter needs to state the number of years you had/have provided the service. Note the letters must be signed off by the Contracts Manager or relevant equivalent.	20,0%	2 or more Reference Letters	20%
						1 Reference Letter	5%
			Total		**100,0%**	**Final Score**	

6.3 FORESEEN TECHNICAL RISKS

Table 5: Technical Risks / Exceptions

Risk	Description	Acceptable/Unacceptable
1.	**None at this point**	
2.		
3.		
4.		
5.		
6.		
7.		

7. AUTHORISATION

This document has been seen and accepted by:

Name	Designation	Signature
Rebecca Shabalala	Senior Advisor	
Kalvin Munusamy	System Analyst	
Kevin Pillay	System Analyst	
Mduduzi Ndwandwe	Application Support Manager	
Mugeshen Covenden	Solution Support Manager	
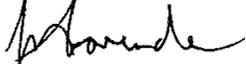
8. REVISIONS

Date	Rev.	Compiler	Remarks
February 2025	1	R Shabalala	First Draft
March 2025	2	K Munusamy	Grammar