

**ADDENDUM TO RFP 2021/07 (Criteria 2 - Skills and Experience of the Support Team) = To Maintain and Support Microsoft Dynamics 365 F&O, CRM & Talent for a Period of 3 (Three) Years.**

**Closing Date: 22 July 2021**

**Closing Time: 12H00 PM**

**Phase 2 – Other Technical Evaluation Criteria**

Only bidders achieving a minimum score of 70 points will be evaluated further in the next phase. The bidder’s proposal should respond comprehensively to the technical evaluation criteria.

The evaluation during this level is based on technical criteria (Functionality). The technical evaluation will be conducted in phases, as follows:

Item	Criteria	Points
1	<p><b>Support and maintenance:</b></p> <p><b>The bidder must define and describe their maintenance and support process model in line with ITIL Framework. This should cover Request fulfilment, Incident Management Process and Change Management process. (30)</b></p> <ul style="list-style-type: none"> <li>• Process for support and system maintenance is detailed and indicate understanding of all support process for request fulfilment, incident management and change management process (30)</li> <li>• Process for support and maintenance is inadequate, only 2 processes has been defined/provided (21)</li> <li>• Only 1 process has been defined /provided (10)</li> <li>• Process for support and maintenance is not provided (0)</li> </ul>	30
2	<p><b>Skills and experience of the Support Team:</b></p> <p><b>The bidder’s proposed team must have experience in providing full scope of maintenance and support services, as specified in Part 3 above, for each module of MS Dynamics 365 i.e. F&amp;O, Talent and Customer Engagement (CE).</b></p> <p>The bidder must provide comprehensive CV(s) of the Support Team demonstrating due experience in maintenance and support of each MS Dynamics 365 module i.e. F&amp;O, Talent and Customer Engagement (CE).</p> <ul style="list-style-type: none"> <li>• ≥3 years of experience in maintenance and support of the relevant module(s) (40 points).</li> <li>• 2 years of experience in maintenance and support of the relevant module(s) (28 points).</li> <li>• Less than 1 year of experience in maintenance and support of the relevant module(s) (10 points).</li> <li>• No experience demonstrated (0 points).</li> </ul>	40

Item	Criteria	Points
3	<p data-bbox="288 237 1273 273"><b>Reference Letters</b></p> <p data-bbox="288 309 1273 472">The bidder must provide relevant reference letters from clients <b><u>where the bidder has maintained and supported Microsoft Dynamics 365 covering all modules in the current Sasria implementation.</u></b> Letters must be on the client's letterhead, clearly indicate the modules supported, signed and include a contactable telephone number.</p> <ul style="list-style-type: none"> <li data-bbox="347 479 884 510">3 and above reference letters (30 points)</li> <li data-bbox="347 517 735 548">2 reference letters (21 points)</li> <li data-bbox="347 555 735 586">1 reference letters (10 points)</li> <li data-bbox="347 593 719 624">0 reference letters (0 points)</li> </ul>	30
<b>Total</b>		<b>100</b>

**Note: Bidders that achieved a minimum score of 70 points in technical evaluation (Level 1), will be considered for the next level (Level 3) of the evaluation process i.e. Price and BEE.**