

Attachment 1: Evaluation Criteria and Method: Provision of Linux Support Services on a call-off basis

SECTION 1 - TECHNICAL EVALUATION STAGE 1: MANDATORY Requirements (PASS/FAIL)

No.	Terms of Reference (TOR) REF	1. QUALIFICATION REQUIREMENTS (PASS/FAIL)	PASS/FAIL	
		Requirements for the Contractor		
1	Section 3			
2	Section 3	Bidder has a quality assurance system in place, such as ISO 9000 or equivalent		
3	Section 3	Proposed team possesses the full range of expertise required to execute the assigned Work Orders, for the entire duration of the Contract: The proposed team, as a whole, covers all technical domains listed in Section 4.1 of the ToR		
4	Section 3	Bidder demonstrated experience of at least two (2) successfully completed and relevant projects utilizing the technologies listed in the ToR in the past five (5) years		
5	Section 3	Bidder confirmed that all communications with the Commission, verbal and/or written, are conducted in the English language		
6	Section 3	CVs for all proposed personnel are included in the Proposal. Each resume must clearly demonstrate how the candidate's experience aligns with the specific technical requirements and technologies defined in the ToR		
7	Section 5	Work shall commence the Work on 4th January, 2027		
8	Section 8	Bidder confirms compliance to Information Security requirements as per Section 8 of the ToR.		
		Requirements for the Contractor's Personnel		
9	Section 4	<u>Every individual</u> assigned by the Contractor to the Commission shall meet the following mandatory baseline of qualifications, experience, and technical knowledge:		
10	Section 4	- Minimum five (5) years of professional experience in an Enterprise IT environment, with a proven track record in Red Hat Enterprise Linux (RHEL) administration		
11	Section 4	- A valid RHCSA-level certificate. Possession of an RHCE or an RHCA certificate would be an added advantage		
12	Section 4	- Minimum five (5) years of experience in at least three (3) projects related to scripting languages (preferably Python and bash), configuration management systems (puppet, ansible) and kickstart deployment		
13	Section 4	- Minimum three (3) years of hands-on experience in at least three (3) projects related to configuring, provisioning and managing containerization services on Docker and/or Podman and web services on Apache HTTP and Apache Tomcat		
14	Section 4	- Ability to communicate fluently in English and produce clear, concise technical documentation		

SECTION 2 - TECHNICAL EVALUATION STAGE 2: WEIGHTED CRITERIA

Proposals passing all above criteria will be considered for stage 2					
No.	TOR REF	2. TECHNICAL REQUIREMENTS - EVALUATION CRITERIA AND METHOD	Points		
			Max Points	Factor	Weighted score
		Quality of the Proposal			
1	Section 2	Extent to which all aspects of the ToR have been addressed in sufficient detail and clarity.	5	4	20
2	Section 2	Understanding of the scope of work and the responsibilities of the Contractor	5	3	15
		Subtotal	10		35
		Requirements of the Contractor Personnel			
4	Section 4.1	The Contractor shall ensure that all personnel assigned to the Commission, meet the mandatory baseline of qualifications, experience and technical knowledge defined in the ToR	5	5	25
5	Section 4.2	The proposed personnel meet one or more of the optional requirements	5	1	5
		Subtotal	10		30
		Risk Management			
6	Section 7	Extent to which the risk management approach of the bidder addresses Section 7 of the ToR	5	4	20
		Subtotal	5		20
		Grand Total	25		85

SECTION 3 - EVALUATION METHOD AND AWARD

1. Technical Evaluation:

The technical evaluation process will be done in two stages:

1) Stage 1: Technical proposals will first be evaluated against the mandatory requirements outlined in section 1 above, on a PASS/FAIL basis.

Compliance with all mandatory requirements is required in order to pass stage 1 of the technical evaluation and to be further considered for stage 2 of the evaluation process;

2) Stage 2: The technical proposals that have passed stage 1 of the technical evaluation process, will be evaluated against the weighted criteria set forth in the evaluation matrix above.

In order to pass this stage, bidders must obtain a minimum of 15 points (51 weighted score), based on the following scoring table:

TABLE 2

Points	Scoring
0	Unsatisfactory - Response incomplete, inadequate and/or non-responsive to the criterion. Bidder does not clearly understand the criterion.
1 - 2	Weak - Does not meet the minimum technical, functional, or performance related criterion.
3	Good - Meets the minimum requirements of the criterion.
4	Very good - Exceeds the criterion in some areas.
5	Excellent - Exceeds the criterion in all areas.

2. Financial evaluation

Once the technical evaluation is finalized, the financial offers of bidders with proposals found technically compliant will be evaluated in accordance with the formula given below:

$X = \text{Max Available Points} * Y/Z$

Legend:

X= points to be assigned to the offer being evaluated

Y= price of the lowest priced, technically compliant offer

Z= price of the offer being evaluated

3. Award(s)

The weight of the technical and financial components is **60%** and **40%** respectively.

The Contract(s) will be awarded to the bidder(s) with offer(s) receiving the highest combined score resulting from the technical and financial evaluations, subject to contractual and commercial acceptability.