

Area	Sub Area	#	Measure	Score	Rating Options	Min	Max	Comments
Managed Services	Service Provider Experience	1	<p>Provide proof of End-to-End Managed Service Desk Managed Services with 3 years' uninterrupted experience within the past 10 years at a medium (2000 – 5000 end-users) to large company.</p> <p>The reference letter MUST refer to the current services provided.</p>		<p>25 Points - Providing three or more IT Managed Service contactable / current references each with >= 3 years' experience at a medium sized company. Proof Provided and valid.</p> <p>18 Points - Providing two IT Managed Service contactable / current references each with 3 years' experience at a medium sized company. Proof Provided and valid.</p> <p>0 Points – Did not provide the minimum of two references required and does not meet 3 years' experience required or no Response or Incomplete Response or NO Proof Provided (no References)</p>	18	25	

ITIL Experience	2	<p>The service provider should employ industry best practices in managing IT resources—in particular, aligning with the ITIL v3 or higher approach to IT service management. Provide proof of ITIL Process Management for the areas below. Only the minimum as indicated are required. Additional can be supplied. ITIL best practices encompass:</p> <p>Process 1 - Problem, Process 2 - Incident Process 3 - Request Fulfilment Process 4 - Event Process 5 - Change Requests</p> <p>NOTE: Process 1, 2 and 3 are mandatory.</p>		<p>25 Points - Providing references with ITIL Processes (1, 2, 3, 4 and 5) with >= 3 years' experience. Proof Provided and valid.</p> <p>18 Points - Providing references with ITIL Processes (1, 2 and 3) each with 3 years' experience. Proof Provided and valid.</p> <p>0 Points - Did not provide the minimum of two references required and does not meet 3 years' experience required or no Response or Incomplete Response or NO Proof Provided (no References)</p>	18	25	
Third Party Management	3	<p>The services provider should have 3 years' experience working with multivendor environments. Provide evidence of how multivendor environments will be managed and what strategies will be employed.</p> <p>Only the minimum as indicated in the tables are required. Additional information can be supplied.</p>		<p>25 Points – Coordinated ticket resolution with at least ten 3rd party Service Providers within the duration of the contract as per 1</p> <p>18 Points - Coordinated ticket resolution with at least five 3rd party Service Providers within the duration of the contract as per 1</p> <p>0 Points - Does Not Comply at all or No Response or Incomplete Response, NO Proof Provided (no References)</p>	18	25	

	Human Resource Management	4	<p>Demonstrate the ability in resource development strategies. This to meet employee learning and development needs by: -</p> <p>Plan 1 - Details of retention Plan.</p> <p>Plan 2 - Employee Learning and Development Training Plans - Individual and Role based.</p> <p>Plan 3 - Details of remuneration and benefits offered to the resources.</p> <p>Plan 4 - Performance review plan.</p> <p>NOTE: Plan 1, 2 and 3 are mandatory. This will ensure that the resource pool has adequate technical expertise to support the ACSA business model.</p>		<p>25 Points - Supplied four plans.</p> <p>18 Points - Supplied plan 1, 2 and 3 only.</p> <p>0 Points – Did not supply plan 1, 2 and 3.</p>	18	25	
Section TOTALS						72	100	
TOTALS								

THE MATTER IS SUBMITTED FOR CONSIDERATION BY:

REQUESTED BY:

T. Naidoo

Manager: IT Service Desk

Date:

APPROVED BY:

Vishalan Govender

Manager: IT Service Management

Date:

SUPPORTED BY:

Cathy Magodi

IT Sourcing Manager

Date:

SUPPORTED BY:

Kelebogile Mosiane

Chief Technology Officer

Date :