



Independent Communications Authority of South Africa

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ANNEXURE A

TERMS OF REFERENCE FOR OPTIMISATION OF COMPLAINTS HANDLING AND CASE MANAGEMENT PROCESS ON THE CRM SYSTEM AND MOBILE HANDHELD DEVICES FOR COMPLIANCE INSPECTIONS

1. Purpose of the Bid

The Independent Communications Authority of South Africa (ICASA) is the regulator of Telecommunications, Broadcasting and Postal Services in South Africa. ICASA deals with multiple agencies including licensees in the industry as well as consumers (the public). A central system is needed to manage the interaction with these agencies and to track and report on these interactions.

ICASA is currently using Microsoft CRM Dynamics 365 on-premises for Complaints Resolution and Case Management. ICASA requires proposals from prospective service provider/s, to assist it with the development and enhancement of workflows in the current on-premises Microsoft Dynamics 365 implementation.

ICASA also intends to procure forty (40) mobile handheld devices to be used for compliance inspections and that can integrate with its existing in-house IT enterprise software applications (i.e., Customer Relationship Management (CRM) and Automatic Spectrum Management System (ASMS)) and have the capability to remotely interface with the organisational Virtual Private Network (VPN).

2. Scope of work

2.1. The service provider will be required to develop a mobile application (APP) that will be used by consumers to lodge complaints or report allegations of possible non-

compliance by licensees and service providers. The exact specification will need to be discussed with the appropriate ICASA managers.

- 2.2. The service provider will be required to develop a second mobile application (APP) which will be used by the ICASA licensing officers to investigate complaints. This mobile APP will need to be installed on the supplied mobile devices and connect to the ICASA Microsoft Dynamics 365 and ASMS on-premises applications. The specific forms on Microsoft Dynamics 365 have already been developed although, slight modification may be required to cater for a photo and signature. For ASMS, the developed mobile application will need to connect to the existing ASMS deployment to retrieve information about ECS/ECNS and pre-assigned licenses. It should be noted that this application needs to function independently as an internet connection may not always be available. When an internet connection is re-established, information can be synchronised between the servers and the mobile application. The exact specifications will need to be discussed with the appropriate ICASA managers.
- 2.3. The optimisation is required on both Customer Complaints Resolution and Case Management.
 - 2.3.1. The Customer Complaints Resolution optimisation includes acknowledgement of complaints, escalation of complaints, post response assessment, reports and licensee and service provider access to the CRM system.
 - 2.3.2. The Case Management optimisation for Regions includes creating a central server of licences database, adding vehicle request function, activating the hold function, generating the MMSI numbers, dashboards and SLA monitoring tool.
- 2.4. The Authority's regional offices perform compliance inspections and investigations daily as the primary mandate to monitor and enforce compliance. The outcomes of these inspections are recorded on paper forms and then transferred to an electronic format which is uploaded to the CRM (Customer Relationship Management system and other knowledge management systems.
- 2.5. There is also a workflow involved, i.e., from Compliance officer to Licensee for signature to confirm inspection and then to the Regional Manager for final approval.

- 2.6. Other inspections entail accessing the ASMS (Automated Spektrum Management System) to verify licensee information and Type Approval certification.
- 2.7. The risk of losing or damaging this paperwork is high, resulting in loss of inspection information and other inspection resources (i.e., time and money).
- 2.8. The Authority intends to procure an electronic handheld mobile tool and software, that will enable a seamless and paperless process.
- 2.9. The scope of this specification is limited to the supply and delivery of forty (40) handheld mobile devices with integration capabilities. This should include all accessories and software, to provide a complete solution. Section 5 below, details the hardware requirements of the equipment.

3. Customer Complaints Resolution Optimisation Requirements

The proposed applications shall:

- 3.1. Cater for the majority of consumers who are in possession of smartphones to be able to download our consumer protection APP when they want to lodge complaints with ICASA.
- 3.2. Be able to integrate with other communications technologies and platforms such as instant messaging Apps, email links, social media platforms and USSD platforms. The service provider will be responsible for the integration and the software licences to those platforms. We currently have enough licences and should there be a need for additional licences or third-party licences, the service provider shall provide the licences.
- 3.3. The instant messaging Apps must be structured in a way that when a consumer says "Hi", it has push notifications wherein you are advised of what the complaints department is all about, the types of complaints we deal with and which service providers we regulate.
- 3.4. The instant messaging Apps must be able to create a populated complaint form and once it is completed, the complaint must be recorded into the CRM system. The complainant must be provided with an automated acknowledgement.

- 3.5. Be able to integrate the complaint process to applications such as Facebook and Twitter and include complaint forms on those platforms to cater for consumers who prefer to contact ICASA through our social media platforms.
- 3.6. Provide built-in voice prompts complaints forms through audio, to cater for Persons with Disabilities (Voice to Text Services). The service provider must create a platform where consumers will be able to speak into the instant messaging Apps and it generates push notification messages which will be guiding them step by step in terms of how they can lodge a complaint by voice prompts or voice notes.
- 3.7. The communications line/channel above must record the complaint into the CRM system. The complainant must be provided with an automated acknowledgement.
- 3.8. The service provider to consider a voice speech to text system built into the CRM system to cater for consumers or complainants with special needs.
- 3.9. Create or build a complaint form that will eliminate junks, marketing emails, spam by verifying if the sender is not a robot, this will assist to eliminate all the spam and junk emails into our complaint's mailbox.

4. Complaints Acknowledgement Stages:

- 4.1. Auto acknowledgement of received complaints on the CRM System.
- 4.2. Consumers should be informed immediately that the complaint has been received with a temporary unique reference number.

All automated acknowledgements should inform the sender that it is an automated response that should not be responded to.

- 4.3. The CRM system must be able to indicate the complaints that have been reassigned after the 48 hours has expired.
- 4.4. The complaints received should then move to the assessment level where the Complaints Officer assigned the task will make an assessment, advise or escalate the matter to the respective licensee or service provider within 48 hours. If the complaint assessment is not actioned within 48 hours, it should trigger an alert to the Complaints Officer and the Manager.

- 4.5. A second reference number to be issued must be a post-assessment reference number which will be done within 48 hours by a Complaints Officer assigned to the complaint.
- 4.6. If requesting the complainant to complete a complaint form:
 - 4.6.1. Reply with a complaints procedure and request the complainant to fill in a form on a standard email: Please complete the complaint form and return it to us (form attachment automatically.)
 - 4.6.2. The Complaints Officer who requested the form to be completed should send the email as part of the assessment and be the one to receive the form once completed as he/ she will already be having a history of the matter.
- 4.7. When an email does not have a subject, the CRM system should create a subject, so that the email received is not lost.
- 4.8. The CRM system must provide a mean average score of all complaints which were acknowledged within 48 hours. This must be collated into a report which must be generated on a weekly, monthly, quarterly and annual basis.
- 4.9. The details of the Complaints Officer who did the assessment should be sent with the acknowledgement email.
- 4.10. The acknowledgement emails sent should give proof of successful delivery and opening /reading of the email sent to the complainant email address or successful SMS delivery.

5. Complaints Escalation Stage:

- 5.1. The CRM system must notify the Complaints Officer with a pop-alert message, email notifications and a dashboard after 24 hours when the case is not processed.
- 5.2. If 48 hours elapse without a case been assessed by the Complaints Officer assigned the complaint:
 - 5.1.1. A pop-up alert message should immediately go to the Complaints Officer and manager warning of non-acknowledgement of a post-assessment case.

- 5.1.2. The system should track and flag out all the cases which were not assessed within the 48 hours turn-around time and create a customised alert in a warning sign and group those cases in one high priority inbox dashboard.
- 5.3. The CRM system must check and eliminate duplications of complaints by the same consumers.
- 5.4. When a case has been ruled to be beyond jurisdiction, the Complaints Officer will have to categorise it under sub-categories and provide a reason for such an action that will be provided to the complainant. Create a box for assessment decision to cater for such reason for ruling the case beyond jurisdiction.
- 5.5. The CRM system must include a telephone number/account number/reference number/tracking number that is complained about when acknowledging and confirming escalation to licensee via emails, SMS, USSD and any other mode to cater for complainants that send us multiple complaints.
- 5.6. When child cases are created for network complaints, the child case should be assigned to the original case owner. A drop-down must be created on network cases to allow for multiple licensee's inclusion on the network escalated cases.
- 5.7. The CRM system should allow for multiple numbers of inclusion on the complaint as sometimes there is more than one number complained about on the same account with the same issue.
- 5.8. The CRM system should track all escalated complaints compliance to the 14 working days response time from the date the complaint was escalated to the licensee or the service provider. If no response was received, the CRM system should send a reminder message to the licensee or the service provider seeking a response to the complaint sent.
- 5.9. All the complaints which were not responded to within 14 working days by the licensees should be grouped into one high priority dashboard for ease of follow-ups.

6. Post Response Assessment:

- 6.1. The CRM system must automatically link the licensee reference number to the case number when they acknowledge a complaint they received from the Authority.
- 6.2. The CRM system must automatically assign any response or feedback received from licensees or complainants to the Complaints Officer dealing with the complaint.
- 6.3. The CRM system must have an option for interim responses received from licensees in cases where they are still conducting further investigations over the complaint and the case can be updated correctly as and when responses are received from the licensees. The CRM system-generated email to the complainant should state if this is interim feedback or final feedback.
- 6.4. The CRM system must automatically close the complaint after five (5) working days if no feedback or response is received from the complainant. The complainant will be informed about the closure of the case due to non-response.
- 6.5. The CRM system must also allow consumers to rate the level of service received from the Authority on a scale of 1 – 5 and give a service rating score for each complaint and also average the overall score/ rating for each officer.
- 6.6. The responses received from licensees must move to an assessment level where the Complaints Officer assigned the task will make an assessment to either send the response to the complainant or refer the matter back to the respective licensee. If the post response assessment is not actioned within 48 hours, it must trigger an alert to the Complaints Officer and the Manager.
- 6.7. The CRM system must be able to aggregate the post-assessment results and give review feedbacks on a daily, weekly, bi-weekly, monthly, quarterly and annual basis.

7. Reports:

- 7.1. The CRM system must be able to generate reports at any given time and save all the work/reports.

- 7.2. The CRM system must create built-in storage of all work done through CRM including weekly, monthly, quarterly and annual reports through the CRM system.
- 7.3. The CRM system must be able to calculate the number of days on a life span of all pending and resolved complaints by the licensees and service providers. The life span of a complaint must also be able to indicate if the complaint was resolved within 14 working days or outside 14 working days.

8. Licensees and Service Providers Access:

- 8.1. Licensees and service providers must be able to log into the CRM system and view all their pending and closed complaints.
- 8.2. The Licensees and service providers must have the capability to generate their own reports on pending and closed complaints directly from the CRM system.
- 8.3. The Licensees and service providers must be able to add their users to the CRM system and only request approval from ICASA.

9. Case Management Optimisation Requirements

The proposed optimisation must:

- 9.1. Create a central server of a licensing database so that cases can be allocated automatically and equally to all the regions.
- 9.2. Create a vehicle request and return function built into the CRM system for the management of ICASA owned vehicle pool.
- 9.3. Create a functionality where the user can capture sundry costs for the vehicle (Toll fees, oil, car wash or valet).
- 9.4. Enable and activate a "Hold function" for cases on the CRM system for Regional Managers to pause cases where necessary.
- 9.5. Built-in a time-based Service Level Agreements (SLA) monitoring tool for cases with time-based KPA measures. The CRM system must automatically send emails to Regional Managers on cases nearing or which has exceeded SLA.

- 9.6. Automatically generate Maritime Mobile Service Identity Number (MMSIN).
- 9.7. Create a CRM dashboard that will keep track of the age of a case from the time that it is "Assigned "to an Officer until its resolution date.
- 9.8. Create a central server of a licensing database so that cases can be allocated automatically and equally to all Regions.
 - 9.8.1. Add the following services, Type Approval Applications, Quality of Service, Philately, Technical Equipment Analysis, Enforcement Action (warrants, a drop-down list of actions taken), Broadcasting Technical Compliance Inspection (drop down for technical/administrative.
 - 9.8.2. APP based; access and capture remotely and synchronises.
 - 9.8.3. Service to allow the addition of service types as they change annually.
 - 9.8.4. Super-user and a backup to edit the service type.
 - 9.8.5. Date registered to remain unchanged on modified cases for resolved cases.
 - 9.8.6. Integration of Class licences / UPS application system to Regions.

10. The vehicle request functionality

- 10.1. Create an electronic vehicle request form to be sent by officers to the Regional Managers for authorisation.
- 10.2. Vehicle logs should be implemented to enable Regional Managers to authorize the use of vehicles by employees. This should eliminate the current paper-based process in place.
- 10.3. Admin Official (Person responsible for allocating the vehicle keys, etc.) is then flagged via email that the vehicle has been reserved for use by the requestor.
- 10.4. Once the authorised user has completed their trip, they will open their active vehicle in CRM and populate the trip details, start and end kilometres.
- 10.5. The keys are returned to the Admin official who then ticks a box or selects an option to indicate that the keys are returned and then closes the active vehicle requisition. A failsafe is required, that if the keys returned option is not selected then the active requisition cannot be closed. At the end of each month or a

predefined date, all the trips completed for a particular vehicle needs to be pulled into an excel table format indicating the following:

- 10.5.1 Authorised driver details.
- 10.5.2 Trip details
- 10.5.3 Distance travelled per trip.
- 10.5.4 Total kilometres travelled for the month by the vehicle selected.
- 10.5.5 Fuel used Litres and Cost (this can be entered manually at the end of each trip if a refuel occurred during the trip)
- 10.5.6 There must also be an option to enter when the vehicle was serviced during the month including the cost.
- 10.5.7 There must be an option where the user can enter any sundry costs for the vehicle (Toll fees, oil, car wash or valet)

11. Electronic Mobile Handheld Device for Compliance Inspections

11.1. Technical specifications

These technical specifications define the minimum acceptable performance characteristics and features of the goods to be procured after the information gathering.

The required product must:

- 11.1.1 Enable the completion of electronic/online compliance inspection forms in real-time and offline.
- 11.1.2 Comply and be aligned to the regional workflow and approval processes.
- 11.1.3 Enable timestamping, i.e., record the duration it takes to conduct an inspection from the time the compliance inspection form starts being populated to the time it gets signed off by the licensee.
- 11.1.4 Be able to access and integrate with the Authority's in-house IT enterprise software applications (i.e., ASMS, VPN and CRM) for workflow, storing and verification purposes.
- 11.1.5 Have active GPS location identification and the ability to record the GPS location with the google earth platform.
- 11.1.6 Have Barcode scanning abilities.

11.2. Equipment Specifications

11.2.1. Electronic Handheld mobile device (Operating system must be Microsoft, Android or IOS)

- 11.2.1.1 Must be ICASA type-approved.
- 11.2.1.2 Touch screen enabled with stylus.
- 11.2.1.3 GPS location identification and GPS location recording ability.
- 11.2.1.4 Barcode/ QR code scanning, reading ability.
- 11.2.1.5 WIFI enabled.
- 11.2.1.6 Bluetooth enabled.
- 11.2.1.7 Camera - minimum 4mp resolution
- 11.2.1.8 Minimum 2 gig RAM
- 11.2.1.9 Minimum 128 gig storage capacity
- 11.2.1.10 Dimension (mm): minimum screen display of 7 inches
- 11.2.1.11 Weight: less than 2kg including batteries
- 11.2.1.12 Durable and reliable
- 11.2.1.13 Protective case and screen protector must be included.
- 11.2.1.14 After-sales support and maintenance on the device for a minimum of 2 years
- 11.2.1.15 Minimum 1-year warranty and optional service agreement
- 11.2.1.16 Must be scalable and upgradable e.g. software.
- 11.2.1.17 Online/ offline electronic inspection form completion, editability and data/information Push functionality
- 11.2.1.18 Integration and synchronization with ICASA IT enterprise software applications
- 11.2.1.19 ICASA VPN accessibility
- 11.2.1.20 The operating system must be compatible with ICASA's systems

11.2.2. Additional requirement

- Information and demo session must be arranged by or for the shortlisted Service Providers to demonstrate compatibility with ICASA's systems.

- The extent and location of service facilities for the equipment offered.

11.3. Testing of the equipment

11.3.1. This is only applicable to the successful service provider. Final acceptance testing must be done after the supply of the equipment. Final acceptance will include testing of all devices and will be done in accordance with the standard test procedures and representatives of ICASA. The bidder will sign all acceptance forms upon final UAT (User Acceptance Testing).

12. SLA Requirements

12.1. The Service Provider/s to provide an SLA for the maintenance and support of the CRM system for a period of 36 months commencing after the sign-off of the requirements above:

12.2. The following CRM modules will need to be supported:

- 12.2.1. Customer complaints
- 12.2.2. Case Management
- 12.2.3. Frequency Spectrum Register
- 12.2.4. New license applications
- 12.2.5. ICT Statistics Data Collection
- 12.2.6. Licensing Compliance
- 12.2.7. Any other ad hoc functionality/workflow developed on the CRM system.
- 12.2.8. Any interface linked to the CRM system (Facebook, WhatsApp, Twitter, SMS, USSD etc)
- 12.2.9. Build various forms linked to the workflows.

13. Requirements

13.1. The scope of the SLA will include (but not limited) to the following:

- 13.1.1. Call Logging 24 * 7 to a central helpdesk via email
- 13.1.2. Response to any calls within 2 business hours
- 13.1.3. Monthly reporting on calls logged and SLA hours used.
- 13.1.4. Quarterly onsite SLA meeting
- 13.1.5. Support of CRM DEV, QA and PROD environments
- 13.1.6. Address any CRM queries.

- 13.1.7. Make changes to CRM for minor changes within a week of call being logged.
- 13.1.8. Develop CRM documentation for any enhancement or changes needed.
- 13.1.9. Provide CRM training as and when requested.
- 13.1.10. Support of CRM workflows, plugins, business rule settings and social media.
- 13.1.11. Create and manage users and security roles.
- 13.1.12. Support of SQL environment hosting the CRM systems.
- 13.1.13. Remote access via VPN is available but the resource may be required to come to the site for certain calls and meetings.

14. Current Technical Environment

Environment	CRM Version	OS	DB
PROD	Dynamics 365 on premise	Windows Server 2016	Microsoft SQL 2017
QA	Dynamics 365 on premise	Windows Server 2016	Microsoft SQL 2017
DEV	Dynamics 365 on premise	Windows Server 2016	Microsoft SQL 2017

15. Composition of the Project Team and their Fees

It is expected that the team consist of at least of the following members:

- 15.1. The Project Leader: With Microsoft certification on CRM Dynamics 365 and a minimum of 5 years' experience on CRM Dynamics 365.
- 15.2. Developers: There must at least be two (2) developers assigned to the project with a Microsoft certification on CRM Dynamics 365 and a minimum of 5 years' experience.
- 15.3. The other support team members must have an appropriate skill mix that is certified by Microsoft and possess' qualifications necessary to support CRM Dynamics 365.
- 15.4. The final proposal must indicate all the costs on the project and avoid creating confusion linked to things such as travel costs to the premises.

Bidders are advised to use the below table as the basis to formulate their financial proposal **(VAT included)**

Team Member	Qualifications and Experience	Tariff per Hr weekdays	Tariff per Hr Saturdays	Tariffs per Hr Sundays/ Public Holidays	Total Amount
Project Leader					
Developers					
Support Teams					

16. DURATION OF THE CRM OPTIMISATION AND SUPPORT

16.1. The duration of the CRM system optimisation is for a period of six (6) months from the date of the BID award, subject to the Service Level Agreements being concluded and agreed by both parties. The duration of the CRM system support and maintenance will be for a period of three (3) years from the BID award, subject to the Service Level Agreements being concluded and agreed by both parties.

17. SPECIAL CONDITIONS OF THE BID

- 17.1. A hybrid model shall be employed to encourage imparting of knowledge to ICASA IT staff and other users of the CRM system.
- 17.2. The bidder may not cede or assign any part of the agreement with ICASA nor sub-contract any part of the work assigned without the approval of ICASA.
- 17.3. ICASA reserves the right to impose penalties as it will be agreed in the Service Level Agreement in cases where the service provider fails to perform the contracted services.
- 17.4. ICASA may disqualify a bidder whose proposal contains a misrepresentation.
- 17.5. All information pertaining to ICASA obtained by the bidder as a result of participation in this bid will remain confidential and not disclosed without the approval of ICASA.
- 17.6. The bidder must be prepared to commence with the contract immediately after the conclusion of the Service Level Agreement.

18. PROCUREMENT POLICIES AND PROCEDURES

- 18.1. The general conditions of tender, contract and order will be applicable to this tender.
- 18.2. ICASA reserves the right to cancel the bid at its sole discretion or to award the bid in full or part.

19. MINIMUM REQUIREMENTS/MANDATORY REQUIREMENTS

- 19.1. The bidder must be a certified Microsoft Gold Partner for the CRM system support.
- 19.2. The bidder must indicate the extent and location of service facilities for the equipment offered and must be accountable for the repair and maintenance of these.

Bidders who do not meet the minimum/mandatory requirements will not be considered for evaluation.

20. EVALUATION CRITERIA (FUNCTIONALITY)

- 20.1. Only bidder/s that meets the minimum required percentage or minimum points, will be evaluated in terms of price and preference as per the PPPFA Act No.5 of 2000 and its associated regulations issued by the National Treasury.
- 20.2. Bidders will also be evaluated on (a) submission of all the required documents; (b) Functionality; (c) handheld device demonstration and (d) Price /BB-BEE.
- 20.3. A bidder /s that score less than 70 points out of 100 in respect of overall functionality will be regarded as having submitted a non-responsive bid and will be disqualified.
- 20.4. For the purpose of comparison and in order to ensure a meaningful evaluation, bidders must submit detailed information in substantiation of compliance to the mentioned evaluation criteria (e.g. details of relevant previous work undertaken, original letters from previous /current clients, etc.)

21. FUNCTIONALITY CRITERIA

NO	FUNCTIONALITY CRITERIA	SCORE	WEIGHT
1.	<p>Methodology:</p> <p>Provide detailed methodology detailing with how you intend to implement requirements in the Terms of Reference:</p> <ul style="list-style-type: none"> a) Design process b) Implementation plan c) System testing and Verification plan d) Support and Maintenance plan e) Project plan with clearly defined targets and timelines f) Skills transfer plan 	<p>Rating of 5 = Provided detailed information on methodology including a) to f)</p> <p>Rating of 4 = Provided detailed information on methodology including project plan and any four (4) of a) to f)</p> <p>Rating of 3 = Provided detailed information on methodology including project plan and any three (3) of a) to f)</p> <p>Rating of 2 = Provided detailed information on methodology including project plan and any two (2) of a) to f)</p> <p>Rating of 1 = Provided none to one (1) of a) to f)</p>	20
2.	<p>Experience:</p> <p>Provide a comprehensive company profile detailing the experience and expertise of the service provider in the IT profession.</p>	<p>Rating of 5 = Experience of 10 years and over in the IT field and CRM development and support</p> <p>Rating of 4 = Experience of 8 to 9 years in the IT field and CRM development and support</p> <p>Rating of 3 = Experience of 5 to 7 years in the IT field and CRM development and support</p> <p>Rating of 2 = Experience of 3 to 4 years in the IT field and CRM development and support</p>	20

		Rating of 1 = Experience of less than 3 in the IT field and CRM development and support	
3.	References: Must provide reference letters on a letterhead from clients where the service provider did execute a project of a similar nature (Public and Private sectors)	Rating of 5 = 5 reference letters on the referee's company letterheads Rating of 4 = 4 reference letters on the referee's company letterheads Rating of 3 = 3 reference letters on the referee's company letterheads Rating of 2 = 2 reference letters on the referee's company letterheads Rating of 1 = 1 reference letter on the referee's company letterheads.	15
4.	Project Team Qualifications and Skills: CV's for Project Leader, Developers and Support Teams members detailing all the qualifications, skills, experience and membership /affiliations to professional bodies for each of the members listed.	Rating of 5 = Project Leader has more than 5 years' experience in CRM Dynamics and has Certification in Microsoft CRM Dynamics 365. Developers has 5 years of experience in CRM Dynamics and has Certification in Microsoft Dynamics 365. Support Team should be certified by Microsoft on Microsoft Dynamics 365. Rating of 4 = Project Leader has 4 years' experience in CRM Dynamics and has Certification on Microsoft CRM Dynamics 365.	15

		<p>Developers has 4 years of experience in CRM Dynamics and has Certification in Microsoft Dynamics 365.</p> <p>Support Team should be certified by Microsoft on Microsoft Dynamics 365.</p> <p>Rating of 3 = Project Leader has 3 years' experience in CRM Dynamics and has Certification on Microsoft CRM Dynamics 365.</p> <p>Developers has 3 years of experience in CRM Dynamics and has Certification in Microsoft Dynamics 365.</p> <p>Support Team should be certified by Microsoft on Microsoft Dynamics 365.</p> <p>Rating of 2 = Project Leader has 2 years' experience in CRM Dynamics 365 and has Certification on Microsoft CRM Dynamics 365.</p> <p>Developers has 2 years of experience in CRM Dynamics and has Certification in Microsoft Dynamics 365.</p> <p>Support Team should be certified by Microsoft on Microsoft Dynamics 365.</p> <p>Rating of 1 = Project Leader has 1 year experience in CRM Dynamics and has Certification</p>	
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		<p>on Microsoft CRM Dynamics 365.</p> <p>Developers has 1-year experience in CRM Dynamics and has Certification in Microsoft Dynamics 365.</p> <p>Support Team should be certified by Microsoft on Microsoft Dynamics 365.</p>	
5.	Device technical specification	<p>Rating of 5 = meet all the technical requirements in section 11.2.1.1 up to 11.2.1.16</p> <p>Rating of 1 = failed to meet all technical requirements in section 11.2.1.1 up to 11.2.1.16</p>	15
6.	Handheld device demonstration	<p>Rating of 5 = meet all the technical requirements in section 11.2.1</p> <p>Rating of 1 = failed to meet all technical requirements in section 11.2.1</p>	15
7.	Total		100
8.	Minimum Threshold		70