

## Annex C : Detailed Technical Evaluation Criteria

Technical Evaluation Matrix		
Mandatory		
Valid Registration Documents. Certificates/licenses issued by competent authority		PASS/FAIL
Company age not less than three years before the tender deadline		PASS/FAIL
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to; for the purpose the proposed contract.		PASS/FAIL
<a href="#">Annex F</a> : General Conditions of Contracts for the provision of and Services -2018		PASS/FAIL
<a href="#">Annex G</a> : Supplier's Code of conduct		PASS/FAIL
<b>failing to meet a single mandatory criterion will result in disqualification of the Service provider from further technical evaluation</b>		
Scoring Criteria		
Criteria	Sub-criteria	Technical Marks distribution
<b>The company's qualifications and capacity</b>	Company's organizational structure (0-5) Marks	The company has a well-defined organizational structure – 5 marks
		Company has a minimal organizational structure – 3 marks
		Company has no organizational structure – 0 marks
	Company's experience in Supplying Car parts, Repair and Maintenance of vehicles (0-10) Marks	More than 3 years – 10 marks
		3 years – 8 marks
		Less than 3 years – 0 marks
	Current number of clients (companies/organizations/ Public institutions) similar to UNHCR size (0-5) marks	More than 6 clients – 5 marks
		3 - 6 clients – 6 marks
		Less than 3 clients – 2 marks
	Location, accessibility and area Coverage (0-10) Marks	The supplier Covers 70 % of UNHCR Designated Area of operation and car workshops are located near main roads, with convenient access - 10 marks
		The supplier Covers 40 % of UNHCR Designated Area of operation and car workshops are located near main roads, with convenient access - 6 marks
		The supplier Covers 20 % of UNHCR Designated Area of operation and car workshops are located near main roads, with convenient access - 2 marks
	Personnel qualification (0-5) Marks	Company has a qualified engineer/ Workshop foreman/ senior mechanic with a bachelor's degree/ degree or diploma in Mechanical/ Automobile Engineering with more than 10 years of experience. - 5 marks.
		Company has a qualified engineer/ Workshop foreman/ senior mechanic with a bachelor's degree/ degree or diploma in Mechanical/ Automobile Engineering with 6-10 years of experience. - 3 marks.
		Company has a qualified engineer/ Workshop foreman/ senior mechanic with a bachelor's degree/ degree or diploma in Mechanical/ Automobile Engineering with less than 6 years of experience. - 1 mark.
Ability to provide genuine spare parts (0-10) Marks	The service provider can ensure the availability of genuine spare parts at any given time in any quantity at 90 % of UNHCR requirements in designated locations. - 10 marks.	
	The service provider can ensure the availability of genuine spare parts at any given time in any quantity at 70 % of UNHCR requirements in designated locations. - 8 marks	
	The service provider is able to ensure the availability of genuine spare parts at any given time in any quantity in 50 % of UNHCR requirements in designated locations. - 4 marks	
Annual Turnover for previous three last years (0-15) marks	Above 200,000 – 15 marks	
	Between USD 100,001 and USD 200,000 - 10marks	
	Between USD 50,000 and USD 100,000 - 5 marks	
<b>Responsiveness to RFP, Proposal Work Plan and Approach</b>	General understanding by the bidder of the requested services (0-15 marks)	The bidders offer is complete and fully responsive to RFP requirements and ToR. - 15 marks
		The bidders offer is partially responsive to RFP requirements and ToR. - 5 marks
	Proposed services (0-10) Marks	The service provider proposes high quality and logic of work plan with an Innovative approach in checking the vehicles and diagnosing the defects and proposes to always give priority to UNHCR Vehicles for preventive maintenance and repairs. - 10 marks
		The service provider proposes high quality and logic of work plan with an Innovative approach in checking the vehicles and diagnosing the defects but depending on the number of customers priority might be given to UNHCR Vehicles for preventive maintenance and repairs. - 5 marks
		The service provider guarantees quality of work to be performed on UNHCR vehicles as per instructed by UNHCR only with a first in first served approach vis à vis the maintenance and repairs of vehicles. - 2 marks
	Clear presentation of the approach (0-5 marks)	The bidder provided the clear vision of the services provision – 5 marks
The bidder did not provide the description of the services provision modalities – 0 marks		
<b>Company's past experience with UN Agencies or INGO</b>	Company has experience in the provision of Spare parts, Maintenance and Repair services to at least one UN agency or INGO in the last 3 Years (0-5) Marks	The bidder has experience of the provision of Spare parts, Maintenance and Repair services to at least one UN agency or INGO – 5 marks
		The bidder has no experience in the provision of Spare parts, Maintenance and Repair services to at least one UN agency or INGO – 0 marks
	Positive reference letters from the clients (0-5)	5 or above positive references from the clients - 5 marks
		2-3 positive references from the clients - 3 marks
	1-2 positive references from the clients - 2 marks	
	No references are provided - 0 marks	