

ANNEX C – Technical Evaluation Form

HCR/IRQ/COE/2024/RFP-674

**ESTABLISHMENT OF A FRAME AGREEMENT
FOR THE PROVISION OF SECONDARY HIGH SPEED INTERNET SERVICES FOR UNHCR
Premises
in Erbil, Sulaymaniyah, and Duhok, KRI, IRAQ.**

#	Items	MANDATORY REQUIREMENTS (PASS/FAIL)	Submitted (Yes/NO)
1	Mandatory Bid Security	Submission of a scanned copy of the bid security valued at IQD 10,000,000 or equivalent in USD @ rate 1,310 in the form of a (good for payment) certified bank cheque or bank letter of guarantee. The bid security shall be issued in the name of UNHCR, carrying this RFP reference #, and with validity of 180 days after the closing date of the tender. The bid security shall show that the document is not personal but under the company name. The awarded company may be requested to submit the original of the bid security.	
2	Valid Business Registration Certificate	Submission of a valid Business Registration Certificate as Telecommunication company from the Ministry of Transportation and Communication and have the authorization to provide the internet service (share copy from the original) in IRAQ (Federal Government or Kurdistan Region).	
3	Tax Registration Certificate	Submission of valid Tax Registration Certificate.	
4	Source of the Internet ISP	Confirmation that the source of the internet ISP Backbone is not from Türkiye	
5	Valid commercial/company bank account	Company business bank account carrying the name of the registered business/company. Submission of a letter from the bank showing the company banking information under the company name as evidenced in the Vendor Registration Form. Bids with a Personal Bank Account will not be accepted.	
6	UNHCR's General Conditions of Contracts for Provision of Services	Submission of the signed UNHCR's General Conditions of Contracts for the Provision of Services	
7	Acknowledgment of UN Supplier Code of Conduct	Submission of the signed UN Supplier Code of Conduct.	

Technical Evaluation			
A percentage distribution of 60% of the total score of technical evaluation has been allocated to the Technical Proposal. Maximum scores are listed in the table below. Failure to achieve a minimum score of 36 points out of 60 points will result in technical non-compliance and elimination from further evaluation.			
Main Criteria	Sub-Criteria	Specific Requirements	Score
General Company Qualification & Experience	Company profile and Capability	Submission of company's profile (including nature of business, # years in business, number of clients)	5
		Company physical presence in the service location (geographical coverage)	5

Total score: 10 points			
Technical Requirement	Company capacity, fiber optic, list of equipment and monitoring tool	Symmetric Upload/Download with 2 public IPs per site/location (5 points)	30
		Connectivity from ISP to the offices via fiber optic rewards (6 points)	
		Connectivity from ISP to the offices via wireless (3 points)	
		Submission/quality of the equipment type for (a) P2P, (b) affiliates Global or Local ISP, (c) network devices & (d) license) (one point for each requirement) (total 5 points)	
	Service delivery (NOC)	ISP has a Network monitoring Tool (PRTG) (5 points)	
		Availability of Network Operation Center (NOC) [Existence of 24 X 7 X 365 Coverage for technical assistance/Help desk and dedicated Account Representative for UNHCR] (5 points)	
	Preventive maintenance plan [Presence of dedicated support team in service location for support during office hours in case of any experienced downtime] (4 points)		
Total score: 30 points (Min. Passing point is 22 Points)			
Past Experience	Proof of relevant Experience	Submission of contracts for the provision of internet services successfully completed or ongoing in the past five (5) years. Copies of Purchase Orders (POs) and contract agreements attached <u>with proof of contract completion certificate/ performance letter issued by the client (Showing value, time completed, organization (UN/INGOs or Private Sector which completed, contact details of the organizations) awarded and served within the past years.</u> The actual copies of POs and contracts should relate to provision of internet services only.	10
		<ul style="list-style-type: none"> - 3 and more Contracts = 10 Points - 2 Contracts = 6 Points - 1 Contract = 3 Points - No project = 0 Point 	
	Reference for similar services	Submission of references on internet service provided to UN agencies/NGOs/INGOs:	10
		- 5 references for similar service (10 Points)	
		- 4 references for similar service (8 Points)	
		- 3 references for similar service (6 Points)	
		- 2 references for similar service (4 Points)	
- 1 reference for similar service (2 Point)			
	- No list/reference (0 Point)		
Total score: 20 points			
Total score: 60 points			

A percentage distribution of 60% of the total score of technical evaluation has been allocated to the Technical Proposal. Maximum scores are listed in the table above. The cut-off points for submissions to be considered technically compliant is 36 points out of the 60 overall scores assigned to the technical component and a minimum **22 out of 30 points** for “2. Technical Requirement”