**PART I- MANDATORY REQUIREMENTS**

|  |  |
| --- | --- |
| ***TECHNICAL EVALUATION CRITERIA*** | |
| **Mandatory Requirements (Pass/Fail)** | **Required Information and Supporting Documents** |
| * 1. Experience in the following relevant sectors (**Minimum 3 years**);      + Years of experience in the development of Online Platforms or similar Software Solutions.      + Completion of the development/delivery of at least two similar online platrorms, with open user interface, within last 5 years: i.e. 2019 – 2024 (**Min. 2 projects**)   **(Pass/Fail Criteria) Should the company fail to fulfill the min. requirements and/or provided requested information, it will lead to disqualification** | * *Company profile and registration documents clearly indicating the number of years in the relevant sector (Min. 3 years is* ***MANDATORY****)* * *List of similar projects completed within last 5 years together with evidential documents (development/provision of minimum 2 similar software solutions before is* ***MANDATORY****)*   ***Minimum three (3) years of experience in the indicated fields is a mandatory requirement.*** |
| 1.2 Company registration documents  **(Pass/Fail Criteria)**  **Should the company fail to fulfill the min. requirements and/or provided requested information, it will lead to disqualification** | *Following listed documents to be attached;*   * *Company registration certificate* * *Company registration status with the tax services in Ukraine* * *Balance Sheets for 2021, 2022 and 2023, also clearly indicating the current assets, current liabilities and the turnover of the company during these years (2021 and 2022, and 2023) Last Audit report (if available)* * *Duly filled Vendor Registration Form (****Annex D****)* * *Signed and stamped UNHCR General Conditions of Contracts for the Provision of Services (****Annex E)*** *and* * *UN Supplier Code of Conduct* ***(Annex G)*** |
| 1.3 Overall compliance with the specifications and service requirements of the project as per Annex A/ToR  **(Pass/Fail Criteria)**  **Should the company fail to fulfill the min. requirements and/or provided requested information, it will lead to disqualification** | *Please provide signed and stamped Confirmation on the Specifications and Services Required (Annex B-1 – see below page no. 10).* |

|  |  |
| --- | --- |
| 1.4 Compliance with the Systems defect liability period of one (1) year  **(Pass/Fail Criteria)**  **Should the company fail to fulfill the min. requirements and/or provided requested information, it will lead to disqualification** | *Please provide signed and stamped Confirmation (Annex B-2 – see below page no. 11).* |
| 1.5 Offer Validity – Minimum 120 days of offer validity is mandatory  **(Pass/Fail Criteria)**  **Should the company fail to fulfill the min. requirements and/or provided requested information, it will lead to disqualification** | *Please specify validity period of your offer*  ***…*** ***days*** |

**PART II- COMPANY QUALIFICATIONS**

|  |  |
| --- | --- |
| ***SCORING EVALUATION CRITERIA*** | |
| **2. Qualifications of the Company (200 Points)** | **Required Information and Supporting Documents** |
| * 1. Years of experience in the relevant sectors and well-structured company profile **(50 points)**:      + Developer of Online booking platforms or similar software solutions.        - 3-6 years: 10 points        - 7-10 years: 20 points        - >11 years: 30 points   Well-structured Company Profile: 20 points | *Please provide a company profile (maximum 3 pages) with minimum the following requested details of your company: office location(s), number personnel, managers, etc. and please provide the number of years in the sector of Development of Online Platforms or similar software solutions in line with your Company registration certificate.* |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

|  |  |
| --- | --- |
| 2.2 Financial Standing of the Company | *Please provide gross sales and quick liquidity ratio values according to the* |
| **(50 points)** | *financial documents provided.* |
| **Gross Sales 25 Points**: | *Gross Sales* |
| Three years average, below USD 250,000.00: 0 Points | *2021* |
| Three years average, between USD 250,000.00 – 500,000.00: 10.00 points | *2022* |
| Three years average, above USD 500,000.00: 25.00 points | *2023* |
| **Quick Liquidity Ratio\* 25 Points**:  Three years average, below 0.6: 0.00 point  Three years average, between 0.6-1.0: 10 points Three years average, above 1.0: 25.00 points | *Quick Liquidity Ratio*  *2021*  *2022*  *2023* |
| **\* Quick Liquidity Ratio = (Current Assets – Inventory) / Current Liabilities)** |  |
| 2.3 Number of similar projects completed within last 5 years together with evidential documents  **(100 points)** | *Provide details on projects completed within past 5 years with the following information; (You may wish to provide below list in a separate sheet.)* |
|  | **Content of the** |
| * 3-4 references: 20 points * 5-6 references: 40 points * 7-8 references: 60 points | **Contract (short Letter of Reference S/N Client Description of Time frame Amount Attached /Certificate**  **Name the Software (USD) to be attached**  **Solution provided)** |
| * 9-10 references: 80 points |  |
| * >11 references: 100 points |  |
| ***The projects without reference letters/ work completion certificates shall not be considered as completed projects, thus shall not be evaluated. A project will be considered a reference only if it*** |  |
| ***is valued at 20,000 USD or more***. |  |

**PART III- PROJECT PROPOSAL AND PROJECT TEAM**

|  |  |
| --- | --- |
| **3. Project Proposal (400 Points)** | **Required Information and Supporting Documents** |
| * 1. Content and Quality of the Project Proposal   **(150 Points)**   * + - Short/brief description of a partially convincing project delivery plan (project cycles, components and approach): 35 points     - Comprehensive and elaborate description of a partially convincing project delivery plan (project cycles, components and approach): 75 points     - Brief description of a convincing project delivery plan (project cycles, components and approach): 120 points     - Comprehensive and elaborate description of a convincing project delivery plan (project cycles, components and approach): 150 points | *Please provide a detailed* ***Narrative Project Proposal****, to include the project delivery plan, describing the service provision components and approach of each project cycle, including the following stages:*   * *Preparation phase / project setup* * *Development* * *Testing and acceptance of the proposed Software Solution (MVP)* * *Commissioning of the Final product and integration with Trembita system* * *Provision of Training* |

|  |  |
| --- | --- |
| 3.2 Proposed Online Platform’s quality and features above the minimum requirement:  **(50 Points)**   * Proposed Online Platform exceeds the minimum requierment. Additional features in terms of Functional requirements and End Product Quality ensure limited additional usability for the intended purpose: 15 points * Proposed Online Platform exceeds the minimum requirement. Additional features in terms of Functional requirements and End Product Quality ensure moderately enhanced usability for the intended purpose: 30 points * Proposed Online Platform exceeds the minimum requierment. Additional features in terms of Functional requirements and End Product Quality ensure significantly enhanced usability for the intended purpose: 50 points | *Provide detailed description of the proposed Online Platform. The detailed Technical Description shall address proposed solutions functions and features against the criteria listed in the TOR (Annex A) and specify its additional features (if any) in terms of Functional requirements and End Product Quality.* |
| 3.3 Timeline / Gantt Chart:  **(100 Points)**   * Weekly basis – 20.00 points * Indicating sub-tasks – 20.00 points * Critical path analysis – 10.00 points * Overall project delivery timeline: 50 points will be awarded to the bidder submitting the shortest proposed lead time, the other bidders offering longer lead times will be scored proportionately, based on the following formula:   Shortest lead time: 50 point | *Please attach a copy of your proposed Gantt chart or Implementation Plan or Detailed Work Schedule (Completion Period) prepared on a weekly basis and broken down with percentage distribution for all tasks with critical path analysis details. Schedule to clearly indicate delivery timeline for the completion of each Milestone indicated in part 5.10, 5.11 and 6 of the TOR.* |

|  |  |
| --- | --- |
| All other bidders: 50 points x (shortest lead time in weeks offered / the subject bidder’s lead time in weeks): e.g.: shortest lead time: 10 weeks. Bidder XYZ offered 11 weeks, then it will receive 50 points x (10 weeks / 11 weeks) = 45.45 points. |  |
| 3.4 Proposed Project Team:  **(100 Points)**  Project Manager’s relevant years of experience:   * Below 3 years: 0 point * 3-6 years: 8 points * 7-10 years: 15 points * >11 years: 25 points   Number of similar projects conducted as a Project Manager:   * Less than 2 projects: 0 point * 3-5 projects: 6 points * 6-8 projects: 12 points * 9-10 projects: 18 points * >11 projects: 25 points   Senior Software Engineer’s relevant experience:   * Below 3 years: 0 point * 3-6 years: 8 points * 7-10 years: 15 points | *Please provide structure and composition of your team (# of staff to be dedicated to UNHCR’s project, experience of the dedicated staff and their background in similar projects, etc.). Please attach the CVs of key project personnel.*  *Years of Experience:*   * *One (1) \* Project Manager: min. three (3) years of experience in the respective field and minimum 2 similar projects conducted is desired (for anything below the merit is 0 point).* * *One (1) \* Senior Software Engineer: min. three (3) years of experience in the respective field and minimum 2 similar projects conducted is desired (for anything below the merit is 0 point).* |

|  |  |
| --- | --- |
| * >11 years: 25 points   Number of similar projects conducted as a Senior Software Engineer:   * Less than 2 projects: 0 point * 3-5 projects: 6 points * 6-8 projects: 12 points * 9-10 projects: 18 points * >11 projects: 25 points |  |

# CONFIRMATION ON SERVICES RENDERED

*(Pass/Fail Criteria)*

Dear UNHCR Authorities,

Hereby I confirm that our company namely shall provide

the required services as detailed in Annex A-ToR to UNHCR, including full compliance with the detailed specifications.

Company Name:

Name of Company Representative: Stamp:

Signature: Date:

# CONFIRMATION ON COMPLIANCE WITH ONE (1) YEAR OF WARRANTY PERIOD

*(Pass/Fail Criteria)*

Dear UNHCR Authorities,

Hereby I would like to confirm that our Company namely , will

provide free of charge warranty / after sales services against system errors identified within one (1) year from the date of final acceptance.

Company Name:

Name of Company Representative: Stamp:

Signature: Date: