

APPENDIX I: Evaluation criteria

The offer is acceptable only if all the **[mandatory]** requirements are fulfilled; if any of these is graded 0, it will disqualify the offer.

Previous relevant experience – 16 points

Previous experience of the company in similar projects (**similar project – delivery of document and workflow management solution**):

- **[mandatory]** One (1) similar project with a total value of more than 600.000 USD - 4 point
- **[additional]** For each reference of additional similar projects with a total value of more than 600.000 USD - additional 1 point per project; For each reference of additional similar projects with a total value of more than 800.000 USD - additional 2 points per project up to 6 points. **Note:** reference included under first criteria can not be used for this criteria.
- **[[additional]** Project with similar solution which is implemented **and in use for at least 5 calendar years** - additional 2 points per project up to 6 points. **Note:** references included under first and second criteria can be used for this criteria.

The relevant experience must be documented by a signed reference letter from the end users and should contain: the project description, project value, year of implementation, duration of the project, end user contacts (name, title and email) and the number of years the software is or was in use (for all three criteria).

The reference letter should clearly indicate the portion of the total reference amount of the bidder in the corresponding project. If the reference letter does not precisely refer to the exact portion of the previous contract, the bidder should submit additional supporting documentation (Joint venture contract, Contract with contracting authority/beneficiary, Confirmation letter from the Lead consortium partner...) proving the exact portion.

When submitting the technical proposal, all reference letters should clearly indicate the number of the technical criteria they relate to.

Technical requirements – 20 points

The solution is acceptable only if all the **[mandatory]** requirements are fulfilled; if any of these is graded 0, it will disqualify the solution.

Quality of the offered solution:

- **[mandatory]** Methodology for implementation of the project (refers to: Work Plan, resource management, time frame, mitigations of risks, back up, maintenance etc). - 10 points
- **[mandatory]** Technical specification (refers to: HW, SW architecture, technical specification of modules, development approach, licensing model etc.) - 5 points
- Oral presentation of the offered solution - 5 points

Project team – 24 points

The quality of the proposed Project Team will be assessed as follows:

Team Leader/Project Manager - total of 6 points:

Qualifications and Skills:

- **[mandatory]** Bachelor's Degree in the field of IT or Engineering, or alternatively, 5 years of working experience in addition to the number of years of professional experience required under the minimum requirement for general professional experience – 1 point.

General Professional Experience:

- **[mandatory]** at least 12 years of professional experience in managing software development projects – 1 point;

Specific Professional Experience:

- **[mandatory]** at least 5 years work experience in managing software development projects in public administration institutions in the EU Member States/ EU candidate/ potential candidate country – 1 point;
- **[mandatory]** Team Leader/Project Manager in at least 2 projects with implementation of document and workflow management systems – 1 point;
- Team Leader/Project Manager in projects with implementation of document and workflow management system worth more than 600.000 USD - additional 1 point for each project up to 2 points maximum;

Business Analyst – total of 5 points:

Qualifications and Skills:

- **[mandatory]** Bachelor's Degree in the field of IT or Engineering, or alternatively, 5 years of working experience in addition to the number of years of professional experience required under the minimum requirement for general professional experience – 1 point.

General Professional Experience:

- **[mandatory]** at least 6 years of professional experience working as business analyst on software development projects gathering requirements and writing software requirements specifications – 1 point;

Specific Professional Experience:

- **[mandatory]** at least 3 years work experience as a business analyst in software development projects in public administration institutions in the EU Member States/ EU candidate/potential candidate country – 1 point;
- **[mandatory]** professional experience in at least 2 projects with implementation of document and workflow management systems – 1 point; Business Analyst in projects with implementation of document and workflow management system worth more than 600.000 USD - additional 1 point;

Solution Architect – total of 5 points:

Qualifications and Skills:

- **[mandatory]** Bachelor's Degree in the field of IT or Engineering, or alternatively, 5 years of working experience in addition to the number of years of professional experience required under the minimum requirement for general professional experience – 1 point.

General Professional Experience:

- **[mandatory]** at least 12 years of professional experience in software development – 1 point;

Specific Professional Experience:

- **[mandatory]** at least 5 years work experience in software development projects in public administration institutions in the EU Member States/ EU candidate/ potential candidate country – 1 point;
- **[mandatory]** professional experience in at least 2 projects with implementation of document and workflow management systems – 1 point;
- professional experience with implementation of document and workflow management system worth more than 600.000 USD - additional 1 point;

Documentation for **Team leader, Business Analyst and Solution Architect**:

Proof of employment (e.g. labor contract) CV, reference letters for previous experience of the proposed position which should point out the relevant previous experience according to the tender requirements.

Team consisting of minimum 5 additional members (but not more than 10) - total of 8 points:

- **[mandatory]** At least one Team member with a minimum of three (3) years of experience of setting up the proposed hardware and ensuring its functionality on the SEA's hardware infrastructure - 1 point;
- **[mandatory]** At least one Trainer with experience in implementation of training in minimum three projects in the area of document and workflow management systems -1 point;
- **[mandatory]** At least one Front End Developer with a minimum of three (3) years experience in development of web based information systems (web design, html, css, javascript)- 1 point;
- **[mandatory]** At least two Software Developers with a minimum of five(5) years experience in development of web based information systems - 1 point;
- **[Additional]** Additional Software Developer with a minimum of five (5) years experience in development of web based information systems - each additional developer 1 point, up to maximum 2 points
- Gender balanced team - additional 2 points.

Documentation for the **rest of the proposed team members**:

CV, which should point out the relevant previous experience according to the tender requirements.