

ANNEX H – FUNCTIONALITY EVALUATION SCORING METHODOLOGY

RELEVANT EXPERIENCE OF PROPOSER ON PROJECTS OF SIMILAR SCOPE AND MAGNITUDE SPECIFICALLY WITH LARGE AND/OR MULTICOUNTRY ORGANIZATIONS (20 MARKS)						
Criteria and evaluation committee's considerations	Required Submissions	Non-Responsive (0 - 5)	Poor (6 - 9)	Satisfactory (10 - 13)	Good (14 - 17)	Excellent (18 - 20)
<p><i>Proposer's relevant experience.</i></p> <p><i>The technical evaluation committee shall assess the proposer's experience based on copies of past contracts provided. Scoring shall be based on the documentation submitted only.</i></p>	<p>Proposer to provide a list of not less than two (2) similar contracts performed in the past five (5) years by current key members of the firm. Include a brief description of each contract, the time period services were performed, contact name, address and phone number of the representative of the client/property owner having</p>	<p>** failed to address requirements/do not respond</p>	<p>The proposer has limited experience and has failed to demonstrate understanding of the requirements. The proposer has executed less than 2 relevant contracts in scope and size in past five (5) years</p>	<p>The proposer has relevant experience and has successfully executed 2-4 relevant contracts in scope and size in past five (5) years.</p>	<p>The proposer has relevant experience and has successfully executed 5 - 6 relevant contracts in scope and size in past five (5) years.</p>	<p>The proposer has relevant experience and has successfully executed 7 and more contracts in scope and size in past five (5) years.</p>

RFP 0012 – PROVISION OF PERSONNEL RECRUITMENT AND MANAGEMENT SERVICES

PROFESSIONAL QUALIFICATIONS AND SPECIALIZED EXPERIENCE OF PROPOSER'S TEAM PERSONNEL AND OTHER KEY PERSONNEL (15 MARKS)						
Criteria and evaluation committee's considerations	Required Submissions	Non-Responsive (0 - 3)	Poor (4 - 6)	Satisfactory (7 - 10)	Good (10 - 12)	Excellent (13 - 15)
<p><i>The proposer's proposed staffing plan/organigram and ability to staff the described structure with team members meeting adequate prescribed experience of your management in order to manage the administrative aspects of the services.</i></p> <p><i>Asses the quantification of key staff, suitability of the staffing structure to meet UNHCR's requirements with respect to delivery the recruitment and management services, customer services to UNHCR, and invoicing and finance management</i></p>	<p>proposer to submit an Organigram and profiles/CVs of key staff to be assigned to the contract.</p>	<p>** failed to address requirements/do not respond</p>	<p>The proposer's proposed labour structure will not meet the requirements. The organization chart is sketchy, the staffing plan is weak in important areas. The proposer has not adequately demonstrated ability to provide enough resources for management</p>	<p>The proposer's proposed structure will adequately meet the site requirements. The staffing plan is complete and detailed, the level and composition of the staffing arrangements are adequate and staffing is consistent with requirements. The proposer has enough resources to deliver as per requirements.</p>	<p>The proposer's proposed structure will adequately meet the site requirements. Besides meeting the "satisfactory" rating, staff are well balanced i.e. they show good complimentary skills, clear and defined duties and responsibilities. The proposer has enough resources to deliver as per requirements</p>	<p>The proposer's proposed structure will adequately meet the site requirements. The proposer has extensive necessary resources successfully deliver on the contract as required. Besides meeting the "good" rating, the proposed team is well integrated and several members have worked together extensively in the past.</p>

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PAST AND CURRENT PERFORMANCE OF THE PROPOSER (AND TEAM MEMBERS) ON OTHER CONTRACTS IN TERMS OF QUALITY OF SERVICES, OPERATING WITHIN BUDGET AND COMPLIANCE WITH PERFORMANCE SCHEDULES (10 POINTS)						
Criteria and evaluation committee's considerations	Required submissions	Non-Responsive (0 -2)	Poor (3 - 4)	Satisfactory (5 – 6)	Good (7 - 9)	Excellent (10)
<p><i>Performance on past or current contracts (Minimum of three (2) contactable references not exceeding ten) of contracts of a similar size.</i></p> <p><i>Evaluate the proposal based on referrals provided. The evaluation committee may contact referrals for further information if deemed necessary</i></p>	<p>Proposer to submit a list of referrals including references and customer satisfaction rating on the services provided in a similar in the past 5 years.</p>	<p>** failed to address requirements/did not respond</p>	<p>Poor rating from clients. Contracts terminated due to non-performance. < 1 satisfactory references</p>	<p>Satisfactory Rating rated by clients. Contracts executed satisfactorily to the clients expectations with not additional costs 2 - 3 satisfactory references</p>	<p>Good Rating from clients. Contracts executed with good quality with no additional costs. 4 - 5 satisfactory references</p>	<p>Excellent Rating from clients. Contracts executed that exceeded the client requirements with no additional costs >5 satisfactory references</p>

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RESPONSIVENESS OF THE PROPOSAL TO THE REQUIREMENTS OF THE TOR AND RFP (40 Marks)						
Criteria and evaluation committee's considerations	Required submissions	Non- Responsive (0 - 10)	Poor (11 - 19)	Satisfactory (20 – 30)	Good (31 - 35)	Excellent (35 - 40)
<p><i>Proposal's Quality, Comprehensiveness and Adequacy of the proposed Implementation and Management Plan including ability to meet service requirements. Review each Proposal for the proposer's understanding of the objectives of the Services and how these objectives may be best accomplished.</i></p> <p><i>Evaluated the proposal on the overall strategy, methodology and approach to meeting UNHCR's requirements</i></p>	<p>Executive summary providing the Methodology to achieve the end goal, procedures and processes to provide the scope of services</p> <p>Brief description of proposer's procedures and processes for</p> <p>a) recruitment process and turnaround time</p> <p>b) Managing quality of services offered</p> <p>c) risk management with respect to sustainability, nepotism, and corruption.</p> <p>d). System for tracking and responding to complaints from client and poor</p>	<p>** failed to address requirements/did not respond</p>	<p>The proposal is generic and is not tailored to UNHCR's operational requirements and is unlikely to satisfy requirements</p> <p>The proposer has misunderstood certain aspects of the scope of work and does not deal with the critical aspects</p>	<p>The approach is specifically tailored to address the objectives. Critical areas and requirements are addressed. The approach fairly outlines quality control procedures to manage quality of outcomes and deliverables. Proposer has indicated clear and practical measures to ensure availability of resources and to manage performance</p>	<p>The approach is specifically tailored to address the Requirements and it demonstrates ingenuity and innovation. The approach adequately outlines quality control procedures to manage quality of outcomes and deliverables. Proposer has indicated clear and practical measures to ensure availability of resources and to manage performance.</p>	<p>Besides meeting the "good" rating, the important issues are approached in an innovative and efficient way, the proposer has outstanding knowledge and proposes state-of-the- art approaches. The proposer demonstrates understanding of the UNHCR requirements and has addressed all functional requirements as detailed in the TOR and RFP document. The proposal provides innovative approach for the provision and management services for the UNHCR</p>

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PROPOSER'S FINANCIAL SOUNDNESS						
Criteria and evaluation committee's considerations	Required submissions	Non-Responsive (0 - 2)	Poor (3 - 6)	Satisfactory (7 – 9)	Good (10 - 12)	Excellent (13 - 15)
<p><i>Based on the thresholds in the right columns, the technical evaluation committee shall evaluate the proposer's financial capacity to provide the services.</i></p> <p><i>Award marks base on the corresponding thresholds as shown on financial statements</i></p>	Submission audited financial statements for the past 2018, 2019 2020 or 2019, 2020 and 2021 (if 2021 statement is available) years showing the proposer's annual turn over for each year	** none for the financial statement has an annual turn over of put to that is up to one (1) million euros or equivalent in RONS or USD	Annual turn over in audited financial statements for 1 of the years was one (1) million euros and above	Annual turn over in audited financial statements for 2 of the years were between 1 – 2 million euros	Annual turn over in audited financial statements for all 3 years were between 1 – 2 million euros	Annual turn over in bank statements or audited financial statements for all 3 years were above 2 million euros