

## Section II: Evaluation Criteria

**eSourcing reference:** RFP/2024/55022

UNOPS's evaluation of a Proposal shall take into account the following evaluation criteria.

**Eligibility and Formal Criteria** – evaluated on Pass/Fail basis and checked during Preliminary Examination

Criteria	Documents to establish compliance with the criteria
1. Offeror is eligible as defined in the document Section I: Instructions to Offerors, Article 4 including each member of the Joint Venture, consortium, or association and/or Subcontractor (as applicable)	<ul style="list-style-type: none"> <li>Form A: Joint Venture Partner Information Form, all documents as required in the Form, in the event that the Proposal is submitted by a Joint Venture.</li> <li>Form B: Proposal Submission Form</li> </ul>
2. Completeness of the Proposal. All required Questionnaires (if any), and Returnable Bidding Forms and other documentation requested under the Document Checklist section have been provided and are complete	<ul style="list-style-type: none"> <li>All documentation as requested under Instructions to Offerors Article 10, Documents Comprising the Proposals</li> </ul>
3. Offeror accepts UNOPS General Conditions of Contract as specified in Section IV: Contract Forms	<ul style="list-style-type: none"> <li>Form B: Proposal Submission Form</li> </ul>

**Qualification criteria** – evaluated on Pass/Fail basis

Criteria	Documents to establish compliance with the criteria
1. Bidders should be legally registered in their respective country and have a valid license (Business registration / Certificate / Licenses). UNOPS may request clarification to verify this criterion.	<ul style="list-style-type: none"> <li>Copy of a valid license (Business registration / Certificate / Licenses)</li> </ul>
2. Experience (Lot1): The Bidder should demonstrate that it has the required expertise in the provision of similar services. The bidder must submit Form G: Performance Statement Form duly completed and signed, mentioning at least one (1) similar experience completed within the last five (5) years with supporting documentation (certificate of completion). Should include a. Delivery of cloud-based solutions, mainly using Microsoft Azure's infrastructure ; b. Management, deployment and support of large scale cloud environments focusing on security, scalability and compliance ; c. compliance with international standards for cloud infrastructure, security and data management. UNOPS may request clarification and verification of this document.	<ul style="list-style-type: none"> <li>Copy of a Certificate of Completion proving that the offeror have at least one (1) similar experience completed within the last five (5) years</li> <li>Form G: Performance Statement Form</li> </ul>

<p>3. Experience (Lot2): The Bidder should demonstrate that it has the required expertise in the provision of similar services. The bidder must submit Form G: Performance Statement Form duly completed and signed, mentioning at least one (1) similar experience completed within the last five (5) years with supporting documentation (certificate of completion). Should include a. Provision of software maintenance support for platforms built with technologies such as .NET, Next.js, Postgres/PostGIS, QGIS and Keycloak ; b. compliance with international standards in software maintenance and support. UNOPS may request clarification and verification of this document.</p>	<ul style="list-style-type: none"> <li>• Copy of a Certificate of Completion proving that the offeror have at least one (1) similar experience completed within the last five (5) years</li> <li>• Form G: Performance Statement Form</li> </ul>
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**Technical criteria** – evaluated based on a cumulative analysis methodology

Criteria	Documents to establish compliance with the criteria
<p>The evaluation will be based on the cumulative analysis of technical and financial proposals with a weighting of 70% for the technical proposal and 30% for the financial proposal. The total number of points a bidder can earn for its proposal is as follows:</p> <p>The total number of points which an Offeror may obtain for its proposal is as follows:</p> <ul style="list-style-type: none"> <li>• Technical proposal = 100 points (according to evaluation criteria) weighted at 70%</li> <li>• Financial proposal = 100 points weighted at 30%</li> </ul> <p>The maximum number of technical points is detailed in the below <u>Technical Proposal Evaluation sections</u>.</p> <p>To be substantially compliant, Offerors must obtain a minimum threshold of <b>70%</b> of total points.</p>	<ul style="list-style-type: none"> <li>• Form D: Technical Proposal Form</li> <li>• Form F: Format for Resume of Proposed Key Personnel</li> <li>• Form H: Statement of Exclusivity and Availability</li> <li>• Work Plan covering a total period not exceeding 57 weeks - Lot 1 (PDF Format)</li> <li>• Work Plan covering a total period not exceeding 12 months - Lot 2 (PDF Format)</li> <li>• Key Personnel Diplomas - Team Leader (Cloud Infrastructure Engineer) - Lot 1</li> <li>• Key Personnel Diplomas - Security Specialist - Lot 1</li> <li>• Key Personnel Diplomas - Support Engineer - Lot 1</li> <li>• Key Personnel Diplomas - Team Leader (Project Manager) - Lot 2</li> <li>• Key Personnel Diplomas - Backend Developer - Lot 2</li> <li>• Key Personnel Diplomas - Frontend Developer - Lot 2</li> <li>• Key Personnel Diplomas - System Administrator - DevOps Engineer - Lot 2</li> <li>• Copy of ISO 9001 certification (currently valid)</li> </ul>

**Lot 1 : Hosting of CAFI's PES tool :**
**Technical Proposal Evaluation sections:**

Section number/description		Points Obtainable
1.	Offeror's qualification, capacity and expertise	23
2.	Proposed Methodology, Approach and Implementation Plan	54
3.	Key Personnel proposed	23
<b>Total Technical Proposal points</b>		<b>100</b>

Section 1: Offeror's qualification, capacity and expertise		Points
1.1	<p><b>Brief description of the organization, including the year and country of incorporation, and types of activities undertaken</b></p> <p><b>Scoring scale :</b></p> <ul style="list-style-type: none"> <li>• The Offeror has provided a detailed description of its organizational capacity including the year and the country of incorporation, and has taken similar activities in less than 5 years prior to the closing date of this RFP (1-2 points);</li> <li>• The Offeror has provided a detailed description of its organizational capacity including the year and the country of incorporation, and has taken similar activities in the 5 or more years prior to the closing date of this RFP (3-4 points).</li> </ul>	4
1.2	<p><b>General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted</b></p> <p><b>Scoring scale :</b></p> <ul style="list-style-type: none"> <li>• The Offeror has provided a detailed description of its organizational capacity demonstrating that it is able to carry out this assignment under good conditions, and has less than 5 years' experience in carrying out similar assignments (1-3 points);</li> <li>• The Offeror has provided a detailed description of its organizational capacity demonstrating that it is capable of carrying out this assignment under the right conditions, and has 5 or more years of experience in similar assignments (4-5 points).</li> </ul>	5
1.3	<p><b>Relevance of specialized knowledge and experience on similar engagements done in the region/country</b></p> <p><b>Scoring scale :</b></p> <ul style="list-style-type: none"> <li>• 1 relevant similar experience (2 points)</li> <li>• 2 relevant similar experiences (3.5 points)</li> <li>• 3 relevant similar experiences (5 points)</li> </ul>	5

1.4	<b>Quality assurance procedures and risk mitigation measures</b>  <b><u>Scoring scale :</u></b> <ul style="list-style-type: none"> <li>• The Offeror has provided relevant quality assurance description (2.5 points);</li> <li>• The Offeror has provided relevant quality assurance description including quality certifications corresponding to international standards such as ISO 9001 or equivalent (5 points);</li> </ul>	<b>5</b>
1.5	<b>Organizations commitment to sustainability</b>  <b><u>Scoring scale :</u></b> <ul style="list-style-type: none"> <li>• The Offeror has provided relevant description proving its experience in sustainable design and construction (2 points);</li> <li>• The Offeror has provided relevant description proving its experience in sustainable design and design and construction, including gender, climate change, energy reduction or renewable energy (4 points);</li> </ul>	<b>4</b>
<b>Total points for section</b>		<b>23</b>

<b>Section 2: Proposed Methodology, Approach and Implementation Plan</b>		<b>Points</b>
2.1	<b>Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?</b>  <b><u>Scoring scale :</u></b> <ul style="list-style-type: none"> <li>• The Offeror has demonstrated its understanding of the design objective and scope of studies (1-5 points);</li> <li>• The Offeror has demonstrated in detail its understanding of the project for each components (6-10 points);</li> </ul>	<b>10</b>
2.2	<b>Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference</b>  <b><u>Scoring scale :</u></b> <ul style="list-style-type: none"> <li>• Detailed description of the methodology in line with the terms of reference (1-7.5 points) ;</li> <li>• Detailed description of the methodology, exceeding the requirements of the terms of reference by detailing the approach to be adopted (8-15 points) ;</li> </ul>	<b>15</b>

2.3	<p><b>Details how the different service elements shall be organized, controlled and delivered</b></p> <p><b><u>Scoring scale :</u></b></p> <ul style="list-style-type: none"> <li>• Description of the different service elements (1-2 points) ;</li> <li>• Detailed description of the different service elements and how they will be organized during contract execution (3-5 points) ;</li> <li>• Detailed description of the various elements of the service and how they will be organized during contract execution, as well as the means made available for the control and delivery of deliverables in line with the terms of reference (6-8 points) ;</li> </ul>	<b>8</b>
2.4	<p><b>Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement</b></p> <p><b><u>Scoring scale :</u></b></p> <ul style="list-style-type: none"> <li>• Detailed description of performance control mechanisms (1-2 points) ;</li> <li>• Detailed description of performance control mechanisms including challenges/risks based on the project context (3-4 points) ;</li> <li>• Detailed description of performance control mechanisms including challenges/risks based on the project context as well as suggested approaches to overcome and/or mitigate them (5-6 points) ;</li> </ul>	<b>6</b>
2.5	<p><b>Detailed work plan and its evaluation (an analysis of the order of completion of activities, to confirm that it is adequate and that the planned activities are logical and realistic) - The work plan must not exceed 57 weeks (as mentioned in the ToRs)</b></p> <p><b><u>Scoring scale :</u></b></p> <ul style="list-style-type: none"> <li>• Presentation of a planning in line with the terms of reference (1-7 points) ;</li> <li>• Presentation of a detailed planning specifying the activities for each project component as well as their sequencing and dependency (8-15 points) ;</li> </ul>	<b>15</b>
<b>Total points for section</b>		<b>54</b>

Section 3: Key personnel proposed		Points
3.1	<p><b>Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services</b></p> <p><b><u>Scoring scale :</u></b></p> <ul style="list-style-type: none"> <li>• The project team's collective experience in managing this project clearly demonstrates through their CVs that they have the experience to manage a project of this nature, given its scope, value and complexity (1-3 points) ;</li> <li>• The Offeror integrates gender in the proposed staff with a gender balance of at least 20% (4-5 points) ;</li> </ul>	5
3.2	<p><b>Qualifications of key personnel proposed - Cloud Infrastructure Engineer [Team Leader] (CV and diploma must be attached in your quotation.)</b></p> <p><b><u>Scoring scale :</u></b></p> <ul style="list-style-type: none"> <li>• The team leader has the required diploma in IT/Computer Science or equivalent diploma (2 point) ;</li> <li>• The team leader has the required Azure Solutions Architect certification (2 point) ;</li> <li>• The team leader has the experience with cloud-based DevOps practices, including continuous integration and deployment (CI/CD) (2 point).</li> </ul>	6
3.3	<p><b>Qualifications of key personnel proposed - Security Specialist (CV and diploma must be attached in your quotation.)</b></p> <p><b><u>Scoring scale :</u></b></p> <ul style="list-style-type: none"> <li>• The SS has the required diploma in Cybersecurity or equivalent diploma (2 point) ;</li> <li>• The SS has the required Azure Security Engineer certification (2 point).</li> <li>• The SS has the experience with security monitoring and incident response tools, including Azure Security Center and Azure Sentinel (2 point).</li> </ul>	6
3.4	<p><b>Qualifications of key personnel proposed - Support Engineer (CV and diploma must be attached in your quotation.)</b></p> <ul style="list-style-type: none"> <li>• The SE has the required diploma in IT/Computer Science or equivalent diploma (2 point) ;</li> <li>• The SE has the required Azure Administrator certification (2 point).</li> <li>• The SE has the experience in customer support or technical helpdesk environments, particularly for cloud-based solutions (2 point).</li> </ul>	6
<b>Total points for section</b>		<b>23</b>

**Lot 2 : Maintenance of CAFI's PES tool :**
**Technical Proposal Evaluation sections:**

Section number/description		Points Obtainable
1.	Offeror's qualification, capacity and expertise	23
2.	Proposed Methodology, Approach and Implementation Plan	54
3.	Key Personnel proposed	23
<b>Total Technical Proposal points</b>		<b>100</b>

Section 1: Offeror's qualification, capacity and expertise		Points
1.1	<p><b>Brief description of the organization, including the year and country of incorporation, and types of activities undertaken</b></p> <p><b>Scoring scale :</b></p> <ul style="list-style-type: none"> <li>• The Offeror has provided a detailed description of its organizational capacity including the year and the country of incorporation, and has taken similar activities in less than 5 years prior to the closing date of this RFP (1-2 points);</li> <li>• The Offeror has provided a detailed description of its organizational capacity including the year and the country of incorporation, and has taken similar activities in the 5 or more years prior to the closing date of this RFP (3-4 points).</li> </ul>	4
1.2	<p><b>General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted</b></p> <p><b>Scoring scale :</b></p> <ul style="list-style-type: none"> <li>• The Offeror has provided a detailed description of its organizational capacity demonstrating that it is able to carry out this assignment under good conditions, and has less than 5 years' experience in carrying out similar assignments (1-3 points);</li> <li>• The Offeror has provided a detailed description of its organizational capacity demonstrating that it is capable of carrying out this assignment under the right conditions, and has 5 or more years of experience in similar assignments (4-5 points).</li> </ul>	5
1.3	<p><b>Relevance of specialized knowledge and experience on similar engagements done in the region/country</b></p> <p><b>Scoring scale :</b></p> <ul style="list-style-type: none"> <li>• 1 relevant similar experience (2 points)</li> <li>• 2 relevant similar experiences (3.5 points)</li> <li>• 3 relevant similar experiences (5 points)</li> </ul>	5

1.4	<b>Quality assurance procedures and risk mitigation measures</b>  <b>Scoring scale :</b> <ul style="list-style-type: none"> <li>• The Offeror has provided relevant quality assurance description (2.5 points);</li> <li>• The Offeror has provided relevant quality assurance description including quality certifications corresponding to international standards such as ISO 9001 or equivalent (5 points);</li> </ul>	<b>5</b>
1.5	<b>Organizations commitment to sustainability</b>  <b>Scoring scale :</b> <ul style="list-style-type: none"> <li>• The Offeror has provided relevant description proving its experience in sustainable design and construction (2 points);</li> <li>• The Offeror has provided relevant description proving its experience in sustainable design and design and construction, including gender, climate change, energy reduction or renewable energy (4 points);</li> </ul>	<b>4</b>
<b>Total points for section</b>		<b>23</b>

<b>Section 2: Proposed Methodology, Approach and Implementation Plan</b>		<b>Points</b>
2.1	<b>Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?</b>  <b>Scoring scale :</b> <ul style="list-style-type: none"> <li>• The Offeror has demonstrated its understanding of the design objective and scope of studies (1-5 points);</li> <li>• The Offeror has demonstrated in detail its understanding of the project for each components (6-10 points);</li> </ul>	<b>10</b>
2.2	<b>Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference</b>  <b>Scoring scale :</b> <ul style="list-style-type: none"> <li>• Detailed description of the methodology in line with the terms of reference (1-7.5 points) ;</li> <li>• Detailed description of the methodology, exceeding the requirements of the terms of reference by detailing the approach to be adopted (8-15 points) ;</li> </ul>	<b>15</b>



2.3	<p><b>Details how the different service elements shall be organized, controlled and delivered</b></p> <p><b><u>Scoring scale :</u></b></p> <ul style="list-style-type: none"> <li>• Description of the different service elements (1-2 points) ;</li> <li>• Detailed description of the different service elements and how they will be organized during contract execution (3-5 points) ;</li> <li>• Detailed description of the various elements of the service and how they will be organized during contract execution, as well as the means made available for the control and delivery of deliverables in line with the terms of reference (6-8 points) ;</li> </ul>	<b>8</b>
2.4	<p><b>Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement</b></p> <p><b><u>Scoring scale :</u></b></p> <ul style="list-style-type: none"> <li>• Detailed description of performance control mechanisms (1-2 points) ;</li> <li>• Detailed description of performance control mechanisms including challenges/risks based on the project context (3-4 points) ;</li> <li>• Detailed description of performance control mechanisms including challenges/risks based on the project context as well as suggested approaches to overcome and/or mitigate them (5-6 points) ;</li> </ul>	<b>6</b>
2.5	<p><b>Detailed work plan and its evaluation (an analysis of the order of completion of activities, to confirm that it is adequate and that the planned activities are logical and realistic) - The work plan must not exceed 12 months (as mentioned in the ToRs)</b></p> <p><b><u>Scoring scale :</u></b></p> <ul style="list-style-type: none"> <li>• Presentation of a planning in line with the terms of reference (1-7 points) ;</li> <li>• Presentation of a detailed planning specifying the activities for each project component as well as their sequencing and dependency (8-15 points) ;</li> </ul>	<b>15</b>
<b>Total points for section</b>		<b>54</b>

Section 3: Key personnel proposed		Points
3.1	<p><b>Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services</b></p> <p><b><u>Scoring scale :</u></b></p> <ul style="list-style-type: none"> <li>• The project team's collective experience in managing this project clearly demonstrates through their CVs that they have the experience to manage a project of this nature, given its scope, value and complexity (1-3 points) ;</li> <li>• The Offeror integrates gender in the proposed staff with a gender balance of at least 20% (4-5 points) ;</li> </ul>	5
3.2	<p><b>Qualifications of key personnel proposed - Project Manager [Team Leader] (CV and diploma must be attached in your quotation.)</b></p> <p><b><u>Scoring scale :</u></b></p> <ul style="list-style-type: none"> <li>• The team leader has the required diploma in project management, business administration, or a related field (2 point) ;</li> <li>• The team leader has a minimum of 5 years' experience in all or one of the required fields as indicated in the requirements of the terms of reference (2 point) ;</li> <li>• The team leader has excellent communication skills and proficiency in English (French is a plus) (2 point).</li> </ul>	6
3.3	<p><b>Qualifications of key personnel proposed - Backend Developer (CV and diploma must be attached in your quotation.)</b></p> <p><b><u>Scoring scale :</u></b></p> <ul style="list-style-type: none"> <li>• The BD has the required diploma in computer science, software engineering, or related fields (2 point) ;</li> <li>• The BD has a minimum of 5 years' experience in all or one of the required fields as indicated in the requirements of the terms of reference (1 point).</li> <li>• The BD has the expertise in Postgres/PostGIS databases, .NET servers, and API development (1 point).</li> </ul>	4
3.4	<p><b>Qualifications of key personnel proposed - Frontend Developer (CV and diploma must be attached in your quotation.)</b></p> <ul style="list-style-type: none"> <li>• The FD has the required diploma in computer science or a related field (2 point) ;</li> <li>• The FD has a minimum of 5 years' experience in all or one of the required fields as indicated in the requirements of the terms of reference (1 point).</li> <li>• The FD has the expertise in HTML5, CSS3, JavaScript (React/Next.js) and/or UI/UX design principles and tools like Figma (1 point).</li> </ul>	4

3.5	<p><b>Qualifications of key personnel proposed - System Administrator - DevOps Engineer (CV and diploma must be attached in your quotation.)</b></p> <ul style="list-style-type: none"><li>• The SA has the required diploma in computer science, systems engineering, or a related field (2 point) ;</li><li>• The SA has a minimum of 5 years' experience in all or one of the required fields as indicated in the requirements of the terms of reference (1 point).</li><li>• The SA has the expertise in cloud platforms like Azure and GitHub for version control and collaborative software development (1 point).</li></ul>	4
<b>Total points for section</b>		<b>23</b>