

UNHCR Maintenance & Repair of Motorized Assets

**Review of Supply Chain
Instruction for Evaluation Team**

The maximum number of points that can be awarded per criteria is 5 points. Rating scale 0-5, 5 being the highest as per overview below

General overview on criteria

Evaluated criteria	Supporting evidence	Rating
Excellent	Excellent evidence of ability to exceed contract requirements	5
Good	Good evidence of ability to exceed contract requirements	4
Satisfactory	Satisfactory evidence of ability to support contract requirements	3
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	2
Poor	Marginally acceptable or weak evidence of ability to support contract	1
No submission	Information has not been submitted or is unacceptable	0

Detailed breakdown of evaluated criteria

1. Company qualification	Supporting evidence	Evaluated criteria
Company profile	Company profile, qualification to work with UNHCR, general capacity to perform the project	
Excellent	Excellent evidence of ability to exceed contract requirements	Demonstrates capacity by providing company profile documentation. Strong capability to perform the project.
Good	Good evidence of ability to exceed contract requirements	Demonstrates capacity by providing company profile documentation. Substantial capability to perform the project.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Demonstrates capacity by providing company profile documentation. Sufficient capability to perform the project.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Demonstrates capacity by providing company profile documentation. Has limited capability to perform the project.
Poor	Marginally acceptable or weak evidence of ability to support contract	Only demonstrates partial capacity by providing incomplete documentation. No proof of capability to perform the project.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Company registration certificate	Copy of registration certificate	
	CRITICAL REQUIREMENT - YES / NO	YES - Company provided registration certificate.
		NO - Company could not provide registration certificate.
Latest Financial Statement	Recent financial statements	
Excellent	Excellent evidence of ability to exceed contract requirements	Latest financial statements demonstrate strong financial capability.
Good	Good evidence of ability to exceed contract requirements	Latest financial statements demonstrate considerable financial capability.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Latest financial statements reports demonstrate sufficient financial capability.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Latest financial statements reports demonstrate limited financial capability.
Poor	Marginally acceptable or weak evidence of ability to support contract	Latest financial statements reports demonstrate poor financial capability.
No submission	Information has not been submitted or is unacceptable	No financial statements submitted.
Confirmation of recent experience or projects of similar nature and magnitude	Project descriptions, samples of previous work - magnitude	
Excellent	Excellent evidence of ability to exceed contract requirements	The company has extensive expertise and experience with projects of similar nature and magnitude.
Good	Good evidence of ability to exceed contract requirements	The company has considerable expertise and experience with projects of similar nature and magnitude.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The company has sufficient expertise and experience with projects of similar nature and magnitude.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The company only has limited expertise and experience with projects of similar nature and magnitude.
Poor	Marginally acceptable or weak evidence of ability to support contract	The company has no expertise or experience with projects of similar nature and magnitude.
No submission	Information has not been submitted or is unacceptable	No proof of experience submitted.

Confirmation that the proposed project roll-out plan is acceptable or, submission of an alternatively roll-out plan targeting the end of 2018 as the overall project commissioning deadline	Approach to proposed roll-out plan	
Excellent	Excellent evidence of ability to exceed contract requirements	The service provider proposed an excellent project roll-out plan or alternative.
Good	Good evidence of ability to exceed contract requirements	The service provider proposed a good project roll-out plan or alternative.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The service provider proposed a satisfactory project roll-out plan or alternative.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The service provider proposed an unsatisfactory project roll-out plan or alternative.
Poor	Marginally acceptable or weak evidence of ability to support contract	The service provider proposed a poor project roll-out plan or alternative.
No submission	Information has not been submitted or is unacceptable	No proof of experience submitted.
Description of the current Field Service Management platform used by the potential service provider		
Excellent	Excellent evidence of ability to exceed contract requirements	The FSM platform used by service provider is state of the art.
Good	Good evidence of ability to exceed contract requirements	The FSM platform used by service provider is good.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The FSM platform used by service provider is sufficient.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The FSM platform used by service provider is inadequate.
Poor	Marginally acceptable or weak evidence of ability to support contract	The FSM platform used by service provider is poor.
No submission	Information has not been submitted or is unacceptable	No proof of experience submitted.
References to major clients	Relevant experience references	
Excellent	Excellent evidence of ability to exceed contract requirements	Relevant experience is supported by 3 or more exceptionally good references.
Good	Good evidence of ability to exceed contract requirements	Relevant experience is supported by 3 or more good relevant references.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Relevant experience is supported by 3 positive relevant references.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Relevant experience is supported by 2 positive references.
Poor	Marginally acceptable or weak evidence of ability to support contract	Relevant experience is supported by 1 positive reference.
No submission	Information has not been submitted or is unacceptable	No references submitted.
Any information that facilitates evaluation of the company's reliability, financial and managerial capacity, etc.	Level of explanation that supports easier understanding and evaluating the offer.	
Excellent	Excellent evidence of ability to exceed contract requirements	Excellent level of explanation provided in the offer.
Good	Good evidence of ability to exceed contract requirements	Good level of explanation provided in the offer.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Satisfactory explanation provided in the offer.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Unsatisfactory explanation provided in the offer.
Poor	Marginally acceptable or weak evidence of ability to support contract	Poor explanation provided in the offer.
No submission	Information has not been submitted or is unacceptable	No information submitted.

2. Proposed services	Supporting evidence	Evaluated criteria
Does the service provider agree to transfer all established business processes in full to UNHCR and the subsequent service provider in case of termination or expiration of the contract?	Statement of agreement	
	CRITICAL REQUIREMENT - YES / NO	YES - Company agrees to transfer all established business processes in full to UNHCR and the subsequent service provider in case of termination.
		NO - Company does not agree to transfer all established business processes in full to UNHCR and the subsequent service provider in case of termination.
Confirmation that the service provider can deliver the requested services and would perform the full range of tasks	Ability to support UNHCR Maintenance & Repair project	
Excellent	Excellent evidence of ability to exceed contract requirements	Details of global structure, capabilities and capacity show strong evidence that the company can deliver the requested services and perform the full range of tasks.
Good	Good evidence of ability to exceed contract requirements	Details of global structure, capabilities and capacity show substantial evidence that the company can deliver the requested services and perform the full range of tasks.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Details of global structure, capabilities and capacity show sufficient evidence that the company can deliver the requested services and perform the full range of tasks.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Details of global structure, capabilities and capacity show weak evidence that the company can deliver the requested services and perform the full range of tasks.
Poor	Marginally acceptable or weak evidence of ability to support contract	Details of global structure, capabilities and capacity show no evidence that the company can deliver the requested services or perform the full range of tasks.
No submission	Information has not been submitted or is unacceptable	No information submitted.

Confirmation of comprehensive understanding of the customer requirements for services	General understanding of requirements	
Excellent	Excellent evidence of ability to exceed contract requirements	The proposal demonstrates an excellent understanding of UNHCR's purpose for the Vehicle & Maintenance project, scope and requirements and suggests excellent solutions beyond what was asked for.
Good	Good evidence of ability to exceed contract requirements	The proposal demonstrates a substantial understanding of UNHCR's purpose for the Vehicle & Maintenance project, scope and requirements and suggests a good number of excellent solutions.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The proposal demonstrates sufficient understanding of UNHCR's purpose for the Vehicle & Maintenance project, scope and requirements and suggests some excellent solutions.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The proposal demonstrates limited understanding of UNHCR's purpose for the Vehicle & Maintenance project, scope and requirements and suggests some acceptable solutions.
Poor	Marginally acceptable or weak evidence of ability to support contract	The proposal does not demonstrate any understanding of UNHCR's purpose for the Vehicle & Maintenance project, scope and requirements.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Description of the project planning and implementation methodology and the proposed operating model	Understanding of UNHCR's requirements, proposed approach, solutions, methodology and deliverables	
Excellent	Excellent evidence of ability to exceed contract requirements	The suggested project planning and methodologies correlate seamlessly with the project requirements and excel in matching the business requirement as outlined in the RFP.
Good	Good evidence of ability to exceed contract requirements	The suggested project planning and methodologies correlate well with the project requirements and matches the business requirement as outlined in the RFP.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The suggested project planning and methodologies correlate sufficiently with the project requirements and somewhat matches the business requirement as outlined in the RFP.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The suggested project planning and methodologies correlate minimally with the project requirements and somewhat matches the business requirement as outlined in the RFP to a minimal degree.
Poor	Marginally acceptable or weak evidence of ability to support contract	The suggested project planning and methodologies will not deliver the UNHCR requirements and will not match the business requirement as outlined in the RFP.
No submission	Information has not been submitted or is unacceptable	No information submitted.

Description of warranty and guarantee conditions applicable to provided services and delivered components (vehicles, VTS, generators)	Proposed warranty and guarantee conditions	
Excellent	Excellent evidence of ability to exceed contract requirements	Company submitted excellent warranty and guarantee conditions to provided services and delivered components.
Good	Good evidence of ability to exceed contract requirements	Company submitted good warranty and guarantee conditions to provided services and delivered components.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Company submitted sufficient warranty and guarantee conditions to provided services and delivered components.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Company submitted fair warranty and guarantee conditions to provided services and delivered components.
Poor	Marginally acceptable or weak evidence of ability to support contract	Company submitted limited warranty and guarantee conditions to provided services and delivered components.
No submission	Information has not been submitted or is unacceptable	Warranty or guarantee conditions were not submitted.
Confirmation of intention to design and establish adequate life-cycle management processes, including EoL	Proposed plan of life-cycle management processes	
Excellent	Excellent evidence of ability to exceed contract requirements	Proposed excellent life-cycle and EoL management processes.
Good	Good evidence of ability to exceed contract requirements	Proposed good life-cycle and EoL management processes.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Proposed satisfactory life-cycle and EoL management processes.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Proposed fair life-cycle and EoL management processes.
Poor	Marginally acceptable or weak evidence of ability to support contract	Confirmed interest to establish life-cycle and EoL management processes.
No submission	Information has not been submitted or is unacceptable	No information submitted.

KPIs and SLA proposed	Plan of performance measurement	
Excellent	Excellent evidence of ability to exceed contract requirements	Suggested KPIs and SLA fit ultimately with project requirements.
Good	Good evidence of ability to exceed contract requirements	Suggested KPIs and SLA fit well with project requirements.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Suggested KPIs and SLA fit sufficiently with project requirements.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Suggested KPIs and SLA fit somewhat with project requirements.
Poor	Marginally acceptable or weak evidence of ability to support contract	Suggested KPIs and SLA do not fit with project requirements.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the offer propose solutions to improve utilization and availability of assets?	Proposed ideas on improving utalization and availability of assets	
Excellent	Excellent evidence of ability to exceed contract requirements	The proposed solutions will strongly improve utalization and availability of UNHCR assets.
Good	Good evidence of ability to exceed contract requirements	The proposed solutions will substantially improve utalization and availability of UNHCR assets.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The proposed solutions will sufficiently improve utalization and availability of UNHCR assets.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The proposed solutions will result in limited improvement regarding utalization and availability of UNHCR assets.
Poor	Marginally acceptable or weak evidence of ability to support contract	The proposed solutions will not improve utalization and availability of UNHCR assests.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the offer propose solutions to reduce cost of fleet operations? Has a target been provided?	Proposed ideas on reducing cost of fleet operations	
Excellent	Excellent evidence of ability to exceed contract requirements	The proposed solutions will strongly reduce the cost of UNHCR fleet operations.
Good	Good evidence of ability to exceed contract requirements	The proposed solutions will substantially reduce the cost of UNHCR fleet operations.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The proposed solutions will sufficiently reduce the cost of UNHCR fleet operations.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The proposed solutions will result in limited cost reductions of UNHCR fleet operations.
Poor	Marginally acceptable or weak evidence of ability to support contract	The proposed solutions will not reduce cost of UNHCR fleet operations.
No submission	Information has not been submitted or is unacceptable	No information submitted.

Does the offer propose solutions to improve road safety? Is an approach for measuring success proposed?	Proposed ideas on improving road safety	
Excellent	Excellent evidence of ability to exceed contract requirements	The proposed solutions will strongly improve road safety.
Good	Good evidence of ability to exceed contract requirements	The proposed solutions will substantially improve road safety.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The proposed solutions will sufficiently improve road safety.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The proposed solutions will result in limited improvement on road safety.
Poor	Marginally acceptable or weak evidence of ability to support contract	The proposed solutions will not improve road safety.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the offer propose solutions to minimize environmental impact? Is an approach for success been proposed?	Proposed ideas on minimizing environmental impact	
Excellent	Excellent evidence of ability to exceed contract requirements	The proposed solutions will strongly help to minimize environmental impact.
Good	Good evidence of ability to exceed contract requirements	The proposed solutions will considerably help to minimize environmental impact.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The proposed solutions will sufficiently help to minimize environmental impact.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The proposed solutions will somewhat help to minimize environmental impact.
Poor	Marginally acceptable or weak evidence of ability to support contract	The proposed solutions will not help to minimize environmental impact.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the offer address the need of establishing appropriate repair facilities where needed?	Approach on establishing appropriate repair facilities where needed	
Excellent	Excellent evidence of ability to exceed contract requirements	The offer addresses the need of establishing appropriate repair facilities where needed and proposes excellent solutions to improve provenance of spare parts and quality assurance.
Good	Good evidence of ability to exceed contract requirements	The offer addresses the need of establishing appropriate repair facilities where needed and proposes good solutions to improve provenance of spare parts and quality assurance.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The offer addresses the need of establishing appropriate repair facilities where needed and proposes decent solutions to improve provenance of spare parts and quality assurance.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The offer addresses the need of establishing appropriate repair facilities where needed and proposes some solutions that will only slightly improve provenance of spare parts and quality assurance.
Poor	Marginally acceptable or weak evidence of ability to support contract	The offer addresses the need of establishing appropriate repair facilities where needed but proposes inadequate solutions that will not improve provenance of spare parts and quality assurance.
No submission	Information has not been submitted or is unacceptable	No information submitted.

Does the offer include the analysis of skill requirement and address the training needs (inclusive of deep field)?	Approach on skill analysis and training needs	
Excellent	Excellent evidence of ability to exceed contract requirements	The offer includes extensive reference to skill analysis and training needs.
Good	Good evidence of ability to exceed contract requirements	The offer includes significant reference to skill analysis and training needs.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The offer includes sufficient reference to skill analysis and training needs.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The offer includes limited reference to skill analysis and training needs.
Poor	Marginally acceptable or weak evidence of ability to support contract	The offer includes inadequate reference to skill analysis and training needs.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the offer include the analysis of the current business processes and proposes optimized/new business processes	Approach on current / potential business processes	
Excellent	Excellent evidence of ability to exceed contract requirements	The offer includes extensive reference to current / potential business processes.
Good	Good evidence of ability to exceed contract requirements	The offer includes significant reference to current / potential business processes.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The offer includes sufficient reference to current / potential business processes.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The offer includes limited reference to current / potential business processes.
Poor	Marginally acceptable or weak evidence of ability to support contract	The offer includes inadequate reference to current / potential business processes.
No submission	Information has not been submitted or is unacceptable	No information submitted.

Does the offer include a proposal for reduce TCO (diagramme)?	Plan to reduce Total Cost of Ownership	
Excellent	Excellent evidence of ability to exceed contract requirements	The offer includes an excellent proposal for reduced TCO.
Good	Good evidence of ability to exceed contract requirements	The offer includes a good proposal for reduced TCO.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The offer includes a sufficient proposal for reduced TCO.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The offer includes a fair proposal for reduced TCO.
Poor	Marginally acceptable or weak evidence of ability to support contract	The offer includes a weak proposal for reduced TCO.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the offer address issues related to the spare part management in its current state?	Approach on spare part management	
Excellent	Excellent evidence of ability to exceed contract requirements	Offer addresses issues related to current spare part management processes and proposes excellent solutions for improvement.
Good	Good evidence of ability to exceed contract requirements	Offer addresses issues related to current spare part management processes and proposes good solutions for improvement.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Offer addresses issues related to current spare part management processes and proposes sufficient solutions for improvement.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Offer addresses issues related to current spare part management processes and proposes weak solutions for improvement.
Poor	Marginally acceptable or weak evidence of ability to support contract	Offer addresses issues related to current spare part management processes but does not propose solutions for improvement.
No submission	Information has not been submitted or is unacceptable	No information submitted.

Does the offer assure GFM that the service provider can provide service at the required project scale (locations, quantities)?	Proof of capability to provide services at the required locations and quantities	
Excellent	Excellent evidence of ability to exceed contract requirements	Offer is supported by strong evidence that the company will be able to perform the project at the required locations and quantities.
Good	Good evidence of ability to exceed contract requirements	Offer is supported by substantial evidence that the company will be able to perform the project at the required locations and quantities.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Offer is supported by sufficient evidence that the company will be able to perform the project at the required locations and quantities.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Offer is supported by limited evidence that the company will be able to perform the project at the required locations and quantities.
Poor	Marginally acceptable or weak evidence of ability to support contract	Offer is supported by weak evidence that the company will be able to perform the project at the required locations and quantities.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the service provider agree to the proposed implementation plan or proposes alternatives?	Approach to proposed implementation plan or potential alternatives	
Excellent	Excellent evidence of ability to exceed contract requirements	Company is in full agreement with the proposed implementation plan or provided excellent alternatives.
Good	Good evidence of ability to exceed contract requirements	Company mostly agrees with the proposed implementation plan or provided good alternatives.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Company agrees with the proposed implementation plan or provided satisfactory alternatives.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Company partially agrees with the proposed implementation plan or provided fair alternatives.
Poor	Marginally acceptable or weak evidence of ability to support contract	Company somewhat agrees with the proposed implementation plan or provided weak alternatives.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Is the service provider willing to comply with the requirement to use FleetWave?	Agreement to use FleetWave	
	CRITICAL REQUIREMENT - YES / NO	YES - Company agrees to comply with the requirement to use FleetWave or willing to develop an interface between their own Information Management System and FleetWave at their own cost to support this requirement.
		NO - Company does not agree to use FleetWave.

Does the service provider use any specialized FSM software or value-added modules to their ERP system to manage services?	Information Management capabilities	
Excellent	Excellent evidence of ability to exceed contract requirements	The offer suggests excellent information management capabilities.
Good	Good evidence of ability to exceed contract requirements	The offer suggests good information management capabilities.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The offer suggests satisfactory information management capabilities.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The offer suggests limited information management capabilities.
Poor	Marginally acceptable or weak evidence of ability to support contract	The offer suggests poor information management capabilities.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the service provider agree to 30-day payment schedule or any alternative is proposed that is acceptable to GFM/UNHCR?	Proposed payment schedule	
Excellent	Excellent evidence of ability to exceed contract requirements	Company fully agrees with the proposed 30-day payment schedule or provided excellent alternatives.
Good	Good evidence of ability to exceed contract requirements	Company does not agree with the proposed 30-day payment schedule but provided good alternatives.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Company does not agree with the proposed 30-day payment schedule but provided satisfactory alternatives.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Company does not agree with the proposed 30-day payment schedule but provided acceptable alternatives.
Poor	Marginally acceptable or weak evidence of ability to support contract	Company does not agree with the proposed 30-day payment schedule and provided weak alternatives.
No submission	Information has not been submitted or is unacceptable	No information submitted.

Does the service provider confirm its capacity to service and repair vehicles from the GFM catalogue?	Demonstrated service and repair capabilities	
Excellent	Excellent evidence of ability to exceed contract requirements	Company demonstrates in its proposal strong capabilities to perform service and repair on GFM vehicles.
Good	Good evidence of ability to exceed contract requirements	Company demonstrates in its proposal good capabilities to perform service and repair on GFM vehicles.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Company demonstrates in its proposal sufficient capabilities to perform service and repair on GFM vehicles.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Company demonstrates in its proposal limited capabilities to perform service and repair on GFM vehicles.
Poor	Marginally acceptable or weak evidence of ability to support contract	Company demonstrates in its proposal poor capabilities to perform service and repair on GFM vehicles.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the service provider offer any changes to the proposed lists of the standard repair job and the GFM service intervals?	Proposal on standard repair jobs and GFM service intervals	
Excellent	Excellent evidence of ability to exceed contract requirements	Company agrees to the proposed list of standard repair jobs and GFM service intervals or offers very useful changes.
Good	Good evidence of ability to exceed contract requirements	Company agrees to the proposed list of standard repair jobs and GFM service intervals or offers practical changes.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Company agrees to the proposed list of standard repair jobs and GFM service intervals or offers reasonable changes.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Company partially agrees with the proposed list of standard repair jobs and GFM service intervals.
Poor	Marginally acceptable or weak evidence of ability to support contract	Company somewhat agrees with the proposed list of standard repair jobs and GFM service intervals.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the service provider confirm willingness and capacity to perform the optimization of the existing spare part stock?	Approach on existing spare part stock	
Excellent	Excellent evidence of ability to exceed contract requirements	The offer confirms willingness and strong capacity to optimize existing spare part stock.
Good	Good evidence of ability to exceed contract requirements	The offer confirms willingness and substantial capacity to optimize existing spare part stock.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The offer confirms willingness and sufficient capacity to optimize existing spare part stock.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The offer confirms willingness but limited capacity to optimize existing spare part stock.
Poor	Marginally acceptable or weak evidence of ability to support contract	The offer does not confirm willingness or shows poor capacity to optimize existing spare part stock.
No submission	Information has not been submitted or is unacceptable	No information submitted.

Does the service provider confirm willingness and capacity to install, maintain and troubleshoot VTS in the field?	Willingness and capability to manage VTS	
Excellent	Excellent evidence of ability to exceed contract requirements	The offer confirms willingness and strong capacity to install, maintain and troubleshoot VTS in the field.
Good	Good evidence of ability to exceed contract requirements	The offer confirms willingness and substantial capacity to install, maintain and troubleshoot VTS in the field.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The offer confirms willingness and sufficient capacity to install, maintain and troubleshoot VTS in the field.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The offer confirms willingness but limited capacity to install, maintain and troubleshoot VTS in the field.
Poor	Marginally acceptable or weak evidence of ability to support contract	The offer does not confirm willingness or shows poor capacity to install, maintain and troubleshoot VTS in the field.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the service provider confirm willingness and capacity to install, maintain and troubleshoot radios?	Willingness and capability to manage radios	
Excellent	Excellent evidence of ability to exceed contract requirements	The offer confirms willingness and strong capacity to install, maintain and troubleshoot radios.
Good	Good evidence of ability to exceed contract requirements	The offer confirms willingness and substantial capacity to install, maintain and troubleshoot radios.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The offer confirms willingness and sufficient capacity to install, maintain and troubleshoot radios.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The offer confirms willingness but limited capacity to install, maintain and troubleshoot radios.
Poor	Marginally acceptable or weak evidence of ability to support contract	The offer does not confirm willingness or shows poor capacity to install, maintain and troubleshoot radios.
No submission	Information has not been submitted or is unacceptable	No information submitted.

Does the service provider confirm willingness and capacity to manage the VTS platform?	Managing VTS platform	
Excellent	Excellent evidence of ability to exceed contract requirements	The offer confirms willingness and strong capacity to manage the VTS platform.
Good	Good evidence of ability to exceed contract requirements	The offer confirms willingness and substantial capacity to manage the VTS platform.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The offer confirms willingness and sufficient capacity to manage the VTS platform.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The offer confirms willingness but limited capacity to manage the VTS platform.
Poor	Marginally acceptable or weak evidence of ability to support contract	The offer does not confirm willingness or shows poor capacity to manage the VTS platform.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the service provider confirm interest in developing projects for UNHCR within the future scope of work? (Refer to ToR 2.25)	Approach on extended project scope	
Excellent	Excellent evidence of ability to exceed contract requirements	Confirmed strong interest in developments regarding the extended project scope.
Good	Good evidence of ability to exceed contract requirements	Confirmed considerable interest in developments regarding the extended project scope.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Confirmed interest in developments regarding the extended project scope.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Confirmed limited interest in developments regarding the extended project scope.
Poor	Marginally acceptable or weak evidence of ability to support contract	Confirmed poor interest in developments regarding the extended project scope.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the service provider confirm interest in developing the generator project globally?	Approach on the development of the global generator project	
Excellent	Excellent evidence of ability to exceed contract requirements	Confirmed strong interest in developing the generator project globally.
Good	Good evidence of ability to exceed contract requirements	Confirmed considerable interest in developing the generator project globally.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Confirmed interest in developing the generator project globally.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Confirmed limited interest in developing the generator project globally.
Poor	Marginally acceptable or weak evidence of ability to support contract	Confirmed poor interest in developing the generator project globally.
No submission	Information has not been submitted or is unacceptable	No information submitted.

Does the potential service provider confirm willingness and capacity to install, commission and decommission UNHCR generators?	Managing UNHCR generators	
Excellent	Excellent evidence of ability to exceed contract requirements	The offer confirms willingness and strong capacity to install, commission and decommission UNHCR generators.
Good	Good evidence of ability to exceed contract requirements	The offer confirms willingness and substantial capacity to install, commission and decommission UNHCR generators.
Satisfactory	Satisfactory evidence of ability to support contract requirements	The offer confirms willingness and sufficient capacity to install, commission and decommission UNHCR generators.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	The offer confirms willingness but limited capacity to install, commission and decommission UNHCR generators.
Poor	Marginally acceptable or weak evidence of ability to support contract	The offer does not confirm willingness or shows poor capacity to install, commission and decommission UNHCR generators.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the potential service provider propose a business solution that would address emergency scenarios, such as a generator breakdown in a field office, or fast expansion of the UNHCR operation in a given country?	Business solution for emergency scenarios	
Excellent	Excellent evidence of ability to exceed contract requirements	Company proposed an excellent business solution for emergency scenarios and confirmed willingness to implement it if necessary.
Good	Good evidence of ability to exceed contract requirements	Company proposed a good business solution for emergency scenarios and confirmed willingness to implement it if necessary.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Company proposed a satisfactory business solution for emergency scenarios and confirmed willingness to implement it if necessary.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Company proposed a fair business solution for emergency scenarios and confirmed willingness to implement it if necessary.
Poor	Marginally acceptable or weak evidence of ability to support contract	Company proposed a weak business solution for emergency scenarios.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the service provider agree with the proposed service schedules and approved repair jobs or offers alternatives?	Standpoint on generator service schedules and repair jobs that do not require GFM authorization	
Excellent	Excellent evidence of ability to exceed contract requirements	Service provider agrees to the proposed generator service schedules and list of approved repair jobs or offers very useful changes.
Good	Good evidence of ability to exceed contract requirements	Service provider agrees to the proposed generator service schedules and list of approved repair jobs or offers practical changes.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Service provider agrees to the proposed generator service schedules and list of approved repair jobs or offers reasonable changes.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Service provider partially agrees to the proposed generator service schedules and list of approved repair jobs.
Poor	Marginally acceptable or weak evidence of ability to support contract	Service provider somewhat agrees to the proposed generator service schedules and list of approved repair jobs.
No submission	Information has not been submitted or is unacceptable	No information submitted.

Does the potential service provider provide backup/redundancy solutions when operations expand or contract?	Willingness to provide backup generators / redundancy solutions	
Excellent	Excellent evidence of ability to exceed contract requirements	Service provider confirms willingness and strong capacity to provide backup / redundancy solutions.
Good	Good evidence of ability to exceed contract requirements	Service provider confirms willingness and substantial capacity to provide backup / redundancy solutions.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Service provider confirms willingness and sufficient capacity to provide backup / redundancy solutions.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Service provider confirms willingness but limited capacity to provide backup / redundancy solutions.
Poor	Marginally acceptable or weak evidence of ability to support contract	Service provider does not confirm willingness or shows poor capacity to provide backup / redundancy solutions.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the potential service provider offer a solution to scale power output dynamically up/down?	Proposed solution to scale power output depending on infrastructure load	
Excellent	Excellent evidence of ability to exceed contract requirements	Company proposed an excellent solution to scale the power output of its generator power plant up or down dynamically depending on increase or decrease of the infrastructure load.
Good	Good evidence of ability to exceed contract requirements	Company proposed a good solution to scale the power output of its generator power plant up or down dynamically depending on increase or decrease of the infrastructure load.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Company proposed a satisfactory solution to scale the power output of its generator power plant up or down dynamically depending on increase or decrease of the infrastructure load.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Company proposed an acceptable solution to scale the power output of its generator power plant up or down dynamically depending on increase or decrease of the infrastructure load.
Poor	Marginally acceptable or weak evidence of ability to support contract	Company proposed a weak solution to scale the power output of its generator power plant up or down dynamically depending on increase or decrease of the infrastructure load.
No submission	Information has not been submitted or is unacceptable	No information submitted.

Does the potential service provider confirm willingness and capacity to deploy, if needed, auxiliary systems and components?	Willingness and capability to deploy auxiliary systems and components	
Excellent	Excellent evidence of ability to exceed contract requirements	Service provider confirms willingness and strong capacity to deploy auxiliary systems and components if needed.
Good	Good evidence of ability to exceed contract requirements	Service provider confirms willingness and substantial capacity to deploy auxiliary systems and components if needed.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Service provider confirms willingness and sufficient capacity to deploy auxiliary systems and components if needed.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Service provider confirms willingness but limited capacity to deploy auxiliary systems and components if needed.
Poor	Marginally acceptable or weak evidence of ability to support contract	Service provider does not confirm willingness or shows poor capacity to deploy auxiliary systems and components if needed.
No submission	Information has not been submitted or is unacceptable	No information submitted.
Does the potential service provider confirm that maintenance & repair will be performed on light vehicles and generators as per the manufacturers' flat rate times?	Willingness to comply with manufacturers' flat rate times	
	YES	Service provider agrees to invoice work carried out as per manufacturers' flat rate times standards.
	NO	Service provider does not agree to invoice work carried out as per manufacturers' flat rate times standards or did not submit relevant information.

3. Personnel Qualifications	Supporting evidence	Evaluated criteria
List of the core project personnel that will be engaged by the potential service provider into the project development, implementation and commissioning. Professional Resumes of the proposed core project personnel should also be submitted	Proposal - Personnel description and CV's	
Excellent	Excellent evidence of ability to exceed contract requirements	Proposed core project personnel are highly experienced, Professional Resumes submitted.
Good	Good evidence of ability to exceed contract requirements	Proposed core project personnel are very experienced, Professional Resumes submitted.
Satisfactory	Satisfactory evidence of ability to support contract requirements	Proposed core project personnel are experienced, Professional Resumes submitted.
Unsatisfactory	Unsatisfactory evidence of ability to support contract requirements	Proposed core project personnel have limited experience, Professional Resumes submitted.
Poor	Marginally acceptable or weak evidence of ability to support contract	Proposed core project personnel have no relevant experience, Professional Resumes submitted.
No submission	Information has not been submitted or is unacceptable	No information submitted.
In case the proposed core staff needs to replace during the duration of the project, it will be the responsibility of the service provider to propose substitute candidates with equal qualifications and professional experience	Proposal - Staff replacement	
	YES	Service provider agrees to propose substitute candidates with equal qualifications and professional experience.
	NO	Service provider does not agree to propose substitute candidates with equal qualifications and professional experience or has not provided the required information.
All sub-contracted companies and personnel should comply with the same conditions for professional integrity, code of personal conduct, and any non-disclosure agreements signed	Subcontractors' compliance with code of conduct	
	YES	Service provider agrees to make sure that sub-contracted companies and their personnel will comply.
	NO	Service provider has not provided the required information.

UNHCR Maintenance & Repair of Motorized Assets

Name of Evaluator:	
Date:	
Name of Company:	

Fill in Rating (column E) and add comments (column G)

Technical Evaluation Overall

CRITICAL REQUIREMENTS

Description	Critical	Qualifies - YES / NO
Company registration certificate	YES	
Does the service provider agree to transfer all established business processes in full to UNHCR?	YES	
Is the service provider willing to comply with the requirement to use FleetWave?	YES	
The service provider is able to cover at least one (1) full region where UNHCR operates according to Annex 2.	YES	

1. Company qualification	Maximum Rating	Required Minimum	Weight	Rating	Score	Comment
Company profile	5		1		0	
Latest Financial Statement	5		1		0	
Confirmation of recent experience or projects of similar nature and magnitude	5		2		0	
Confirmation that the proposed project roll-out plan is acceptable or, submission of an alternatively roll-out plan targeting the end of 2018 as the overall project commissioning deadline	5		2		0	
Description of the current Field Service Management platform used by the potential service provider	5		1		0	
References to major clients	5		1		0	
Any information that facilitates evaluation of the company's reliability, financial and managerial capacity, etc.	5		1		0	
Section Total:			9		0	

2. Proposed services	Maximum Rating	Required Minimum	Weight	Rating	Score	Comment
Confirmation that the service provider can deliver the requested services and would perform the full range of tasks	5		2		0	
Confirmation of comprehensive understanding of the customer requirements for services	5		2		0	
Description of the project planning and implementation methodology and the proposed operating model	5		2		0	
Description of warranty and guarantee conditions applicable to provided services and delivered components (vehicles, VTS, generators)	5		2		0	
Confirmation of intention to design and establish adequate life-cycle management processes, including End of Life (EOL)	5		1		0	
KPIs and SLA proposed	5		3		0	
Does the offer propose solutions to improve utilization and availability of assets?	5		3		0	
Does the offer propose solutions to reduce cost of fleet operations? If yes, has a target been provided?	5		3		0	
Does the offer propose solutions to improve road safety? If proposed, was an approach for measuring success proposed?	5		3		0	
Does the offer propose solutions to minimize environmental impact? If proposed, was an approach for measuring success proposed?	5		3		0	
Does the offer address the need of establishing appropriate repair facilities where needed?	5		3		0	
Does the offer include the analysis of skill requirement and address the training needs (inclusive of deep field)?	5		3		0	
Does the offer include the analysis of the current business processes and proposes optimized/new business processes?	5		3		0	
Does the offer include a proposal for reduce total cost of ownership (TCO) (diagramme)?	5		3		0	
Does the offer address issues related to the spare parts management in its current state?	5		3		0	
Does the offer assure GFM that the service provider can deliver services at the required project scale (locations, quantities)?	5		3		0	
Does the service provider agree to the proposed implementation plan or proposes alternatives?	5		2		0	
Does the service provider use any specialized FSM software or value-added modules to their ERP system to manage services?	5		1		0	

Technical Evaluation GFM VMR

Does the service provider agree to 30-day payment schedule or any alternative is proposed that is acceptable to GFM/UNHCR?	5		3		0	
Does the service provider confirm its capacity to service and repair vehicles from the GFM catalogue?	5		2		0	
Does the service provider offer any changes to the proposed lists of the standard repair job and the GFM service intervals?	5		1		0	
Does the service provider confirm willingness and capacity to perform the optimization of the existing spare parts stock?	5		3		0	
Does the service provider confirm willingness and capacity to install, maintain and troubleshoot VTS in the field?	5		3		0	
Does the service provider confirm willingness and capacity to install, maintain and troubleshoot radios?	5		2		0	
Does the service provider confirm willingness and capacity to manage the Vehicle Tracking System (VTS) platform?	5		2		0	
Does the service provider confirm interest in developing projects for UNHCR within the future scope of work (Refer to ToR 2.25)?	5		2		0	
Does the service provider confirm interest in developing the generator project globally?	5		2		0	
Does the potential service provider confirm willingness and capacity to install, commission and decommission UNHCR generators?	5		3		0	
Does the potential service provider propose a business solution that would address emergency scenarios, such as a generator breakdown in a field office, or fast expansion of the UNHCR operation in a given country?	5		3		0	
Does the service provider agree with the proposed service schedules and approved repair jobs or offers alternatives?	5		2		0	
Does the potential service provider offer backup/redundancy solutions when operations expand or contract?	5		1		0	
Does the potential service provider offer a solution to scale power output dynamically up/down?	5		2		0	
Does the potential service provider confirm willingness and capacity to deploy, if needed, auxiliary systems and components?	5		3		0	
Does the potential service provider confirm that maintenance & repair will be performed on light vehicles and generators as per the manufacturers' flat rate times?	5		3		0	
Section Total:			82		0	

3. Personnel Qualifications	Maximum Rating	Required Minimum	Weight	Rating	Score	Comment
List of the core project personnel that will be engaged by the potential service provider into the project development, implementation and commissioning. Professional Resumes of the proposed core project personnel should also be submitted	5		3		0	
In case the proposed core staff needs to replace during the duration of the project, it will be the responsibility of the service provider to propose substitute candidates with equal qualifications and professional experience	5		3		0	
All sub-contracted companies and personnel should comply with the same conditions for professional integrity, code of personal conduct, and any non-disclosure agreements signed	5		3		0	
Section Total:			9		0	

GRAND TOTAL:			100		0	
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* Minimum overall score for a company to qualify the Technical Part is a Score of 55 points.