

## Appendix 1 - EVALUATION CRITERIA

### 1. Essential Criteria: Exclusion if not met

No.	Essential Criteria
1	Supplier must have legitimate business/official premises or is registered for trading and tax as appropriate, and not be in the list of tax-risky enterprises published in the official website of General Department of Taxation and accept that SCI will undertake independent checks to validate information. <i>Evidence: Supplier submits 01 scan/copy of Business Registration Certificate.</i>
2	Adhere to all mandatory Save the Children policies. <i>Evidence: Supplier commits in the link <a href="#">RFQ_IT support service Save The Children</a></i>
3	The bidder confirms they are not a prohibited party under applicable sanctions laws or anti-terrorism laws or provide goods under sanction by the United States of America or the European Union and accepts that SCI will undertake independent checks to validate this. <i>Evidence: Supplier commits in the link <a href="#">RFQ_IT support service Save The Children</a></i>

### 2. Capability Criteria: 50%

	Capability Criteria	% Weight
1	<b>Bidder capacity</b> <ul style="list-style-type: none"> <li>Minimum of 3 year-experience providing IT support services: 5%</li> <li>Proven experience working with organizations of 50+ employees: 1%</li> <li>Proven experience in administering and supporting IT infrastructure comprising 50+ IT devices/endpoints: 1%</li> <li>Proven experience with JIRA helpdesk system: 1%</li> <li>Proven experience with Data backup &amp; security compliance: 1%</li> <li>Proven experience in coordinating with Internet service provider/local IT suppliers: 1%</li> </ul> <i>Evidence: Company profile/Certificate of incorporation</i>	10%
2	<b>Technical proposal</b> <ul style="list-style-type: none"> <li>Commitment to delivery all TOR-specified services: 5%</li> </ul>	20%

	<ul style="list-style-type: none"> <li>○ The Bidder provides a detailed technical approach demonstrating how each TOR item will be fulfilled: <b>5%</b></li> <li>○ The Bidder only commits in principle without detailed implementation methods: <b>3%</b></li> <li>○ No commitment provided: <b>0%</b></li> <li>• Commitment to SCI Cyber Security and Data Protection Terms: <b>5%</b> <ul style="list-style-type: none"> <li>○ The Bidder provides a detailed compliance approach addressing SCI's Cyber Security and Data Protection requirements: <b>5%</b></li> <li>○ The Bidder only commits in principle without detailed methods of compliance: <b>3%</b></li> <li>○ No commitment provided: <b>0%</b></li> </ul> </li> <li>• Commitment to the service response times and SLAs defined in the TOR (critical, normal, and low priority issues): <b>7%</b> <ul style="list-style-type: none"> <li>○ The Bidder only commits to TOR-specified SLAs: <b>3%</b></li> <li>○ Proposes better SLAs than TOR: <b>7%</b></li> <li>○ No commitment provided: <b>0%</b></li> </ul> </li> <li>• Commitment to provide both onsite and remote support: <b>3%</b> <ul style="list-style-type: none"> <li>○ Full score (<b>3%</b>) if Bidder commits to delivering both onsite and remote support services as per TOR</li> <li>○ No commitment provided: <b>0%</b></li> </ul> </li> </ul> <p><i>Evidence: Technical Proposal section addressing each requirement</i></p>	
3	<p><b>Qualification of Dedicated personnel</b></p> <ul style="list-style-type: none"> <li>• Provision of a dedicated service engineer for the entire contract duration. (Minimum of 3 years providing IT support services): <b>5%, if less than 3 years: 0%</b></li> <li>• Availability of a fully trained backup engineer (Minimum of 2 years providing IT support services): <b>3%, if less than 2 years: 0%</b></li> <li>• Engineers must have relevant academic qualifications or relevant certificates (Bachelor's Degree/College Degree/Microsoft certificate/CISCO/CompTIA, ...etc): <b>5%, if not: 0%</b></li> <li>• Engineers' proficiency in English for communication when required (provide any available related certificate): <b>2%, if not: 0%</b></li> </ul> <p><i>Evidence: CVs + copies of certificates/degrees + English proficiency certificates</i></p>	15%

4	<p>Top 3 highest-score suppliers in Sections 2.1, 2.2, and 2.3 will be invited for an interview. Detailed interview criteria will be developed separately and communicated prior to the interview session.</p> <ul style="list-style-type: none"> <li>English Communication (2.5%): Ability to communicate effectively in English in a professional work environment</li> <li>Technical Understanding (2.5%): Technical knowledge and problem-solving capabilities through Q&amp;A session</li> </ul> <p><i>Evidence: Supplier's interview performance assessment.</i></p>	5%
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### 3. Commercial Criteria: 40%

1	<p>Bidder with the most competitive price will get 35%, other bidders' points to calculate follow pro-rata.</p> <p><i>Evidence: Appendix 1 - RFQ</i></p>	35%
2	<p><b>Payment term:</b></p> <ul style="list-style-type: none"> <li>Bidder fully accepts SCI's payment terms: 5% <ul style="list-style-type: none"> <li>No deposit required.</li> <li>Monthly payment schedule.</li> </ul> </li> <li>Bidder requires a deposit of 30% or less: 2%</li> <li>Bidder requires a deposit of more than 30%: 0%</li> </ul> <p><i>Evidence: Appendix 1 - RFQ</i></p>	5%

### 4. Sustainability Criteria: 10%

1	<p>Bidders demonstrate they have processes in place within their organization, aimed at improving sustainability: 5%, if not: 0%</p> <p><i>Evidence: Supplier submit any of the following: evidence for paperless offices, green technology in offices, internal policy, certificate or other evidence.</i></p>	5%
2	<p>Bidders volunteer to participate in supporting community development programs and, or projects for non-profit purposes: 5%, if not: 0%</p> <p><i>Evidence: Any of the following: event photos, participation certificates, website mentions, social media posts, company brochures showing CSR activities, or simple declaration of community involvement.</i></p>	5%

