

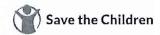
Appendix 1 - EVALUATION CRITERIA

1. Essential Criteria: Exclusion if not met

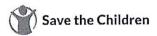
No.	Essential Criteria	
	Supplier must have legitimate business/official premises or is registered for trading and tax	
	as appropriate, and not be in the list of tax-risky enterprises published in the official	
1	website of General Department of Taxation and accept that SCI will undertake	
	independent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

2. Capability Criteria: 50%

	Capability Criteria	% Weight
1	 Bidder capacity Minimum of 3 year-experience providing IT support services: 5% Proven experience working with organizations of 50+ employees: 1% Proven experience in administering and supporting IT infrastructure comprising 50+ IT devices/endpoints: 1% Proven experience with JIRA helpdesk system: 1% Proven experience with Data backup & security compliance: 1% Proven experience in coordinating with Internet service provider/local IT suppliers: 1% Evidence: Company profile/Certificate of incorporation 	10%
2	Technical proposal Commitment to delivery all TOR-specified services: 5%	20%



	o The Bidder provides a detailed technical approach demonstrating how each TOR item will be fulfilled: 5%	
	The Bidder only commits in principle without detailed	
	implementation methods: 3%	
	o No commitment provided: 0%	
	Commitment to SCI Cyber Security and Data Protection Terms: 5%	
	o The Bidder provides a detailed compliance approach addressing SCI's	
	Cyber Security and Data Protection requirements: 5%	
	o The Bidder only commits in principle without detailed methods of	
	compliance: 3%	
	No commitment provided: 0%	
	Commitment to the service response times and SLAs defined in the TOR	
	(critical, normal, and low priority issues): 7%	
	o The Bidder only commits to TOR-specified SLAs: 3%	
	o Proposes better SLAs than TOR: 7%	
	o No commitment provided: 0%	
	Commitment to provide both onsite and remote support: 3%	
	o Full score (3%) if Bidder commits to delivering both onsite and	
	remote support services as per TOR	=
	o No commitment provided: 0%	
	Evidence: Technical Proposal section addressing each requirement	
	Qualification of Dedicated personnel	
	Provision of a dedicated service engineer for the entire contract duration.	
	(Minimum of 3 years providing IT support services): 5%, if less than 3	
	years: 0%	
	Availability of a fully trained backup engineer (Minimum of 2 years)	
	providing IT support services): 3%, if less than 2 years: 0%	
3	Engineers must have relevant academic qualifications or relevant	15%
	certificates (Bachelor's Degree/College Degree/Microsoft	
	certificate/CISCO/CompTIA,etc): 5%, if not: 0%	
	Engineers' proficiency in English for communication when required	
	(provide any available related certificate): 2%, if not: 0%	
	Evidence: CVs + copies of certificates/degrees + English proficiency	
	certificates	



	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.		
	English Communication (2.5%): Ability to communicate effectively in	5%	
4	English in a professional work environment	370	a l
	Technical Understanding (2.5%): Technical knowledge and problem-		
	solving capabilities through Q&A session		
	Evidence: Supplier's interview performance assessment.		

3. Commercial Criteria: 40%

1	Bidder with the most competitive price will get 35%, other bidders' points to calculate follow pro-rata. Evidence: Appendix 1 - RFQ	35%
2	Payment term: • Bidder fully accepts SCI's payment terms: 5% • No deposit required. • Monthly payment schedule. • Bidder requires a deposit of 30% or less: 2% • Bidder requires a deposit of more than 30%: 0% Evidence: Appendix 1 - RFQ	5%

4. Sustainability Criteria: 10%

1	Bidders demonstrate they have processes in place within their organization,	
	aimed at improving sustainability: 5%, if not: 0%	5%
	Evidence: Supplier submit any of the following: evidence for paperless offices,	370
	green technology in offices, internal policy, certificate or other evidence.	
2	Bidders volunteer to participate in supporting community development	
	programs and, or projects for non-profit purposes: 5%, if not: 0%	
	Evidence: Any of the following: event photos, participation certificates, website	5%
	mentions, social media posts, company brochures showing CSR activities, or	
	simple declaration of community involvement.	

