

## ANNEX F – EVALUATION SCORING METHODOLOGY - RFP-24-002-MYS

Criteria	Document Submission	Non-Responsive (0)	Poor (5)	Satisfactory (10)	Good (15)	Excellent (20)
<b>EXPERIENCE IN CLEANING AND SUPPORT SERVICES PROVIDER (20 points)</b>						
<i>The Bidder's experience in providing cleaning and support services</i>	Bidder must provide a list of not less than two (2) cleaning service 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 knowledge of the firm's work, and the contract values for the services	** failed to address requirements/do not respond	The bidder has limited experience and has failed to demonstrate understanding of the requirements. The bidder has executed <b>only 2</b> relevant contracts in scope and size	The bidder has relevant experience and has successfully executed <b>3</b> relevant contracts in scope and size	The bidder has relevant experience and has successfully executed <b>4</b> relevant contracts in scope and size.	The bidder has relevant experience and has successfully executed <b>5 and more</b> contracts in scope and size.

Criteria	Document Submission	Non-Responsive (0)	Poor (5)	Satisfactory (10)	Good (15)	Excellent (20)
<b>EXPERIENCE OF KEY STAFF &amp; STAFFING PROPOSAL (20 points)</b>						
<i>The bidder's proposed staffing plan/organogram 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>	Bidder to submit an Organogram and profiles/CVs of key staff to be assigned to the contract. (CV for Supervisor and Handyman should be prioritized)	** failed to address requirements/do not respond	The bidder's proposed labour structure will not meet the requirements. The organization chart is sketchy, the staffing plan is weak in important areas. The bidder has not adequately demonstrated ability to provide enough resources for management. No focus on Supervisory and Handyman roles.	The bidder'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 bidder has enough resources to deliver as per requirements. Less focus on Supervisory and Handyman roles.	The bidder'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 bidder has enough resources to deliver as per requirements. Moderate focus on Supervisory and Handyman roles	The bidder's proposed structure will adequately meet the site requirements. The bidder 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. Emphasis on Supervisory and Handyman roles

Criteria	Document Submission	Non-Responsive (0)	Poor (3)	Satisfactory (6)	Good (9)	Excellent (10)
<b>PERFORMANCE ON PAST AND CURRENT PROJECTS (10 Points)</b>						
<i>Performance on past or current contracts (minimum of three contactable references not exceeding ten) of contracts of a similar size.</i>	Bidder to submit a list of referrals of cleaning services including references and customer satisfaction rating on the service provided in a similar environment.	** failed to address requirements/did not respond/ less than 3 references	Poorly rating from clients. Contracts terminated due to non-performance. <b>At least 1 satisfactory reference out of the 3</b>	Satisfactory Rating rated by clients. Contracts executed satisfactorily to the clients expectations with not additional costs <b>3 satisfactory references</b>	Good Rating from clients. Contracts executed with good quality with no additional costs. <b>4 satisfactory references</b>	Excellent Rating from clients. Contracts executed that exceeded the client requirements with no additional costs <b>5 or more satisfactory references</b>

Criteria	Document Submission	Non-Responsive (0)	Satisfactory (2.5)	Excellent (05)
<b>INSURANCE COVERAGE FOR ANY DAMAGE, LOSS, OR LIABILITY (05 Points)</b>				
<b><i>Bidder's proposal Which contains Insurance Coverage for any damage, loss, or liability</i></b>	Bidders to submit insurance documents as proof of evidence.	** failed to address requirements/did not respond	The proposal contains normal Insurance coverage	The proposal contains comprehensive workman compensation insurance.

Criteria	Document Submission	Non-Responsive (0)	Satisfactory (5)	Good (10)	Excellent (15)
<b>FINANCIAL SOUNDNESS (15 Points)</b>					
<i>Bidder is financially sound?</i>	Bidder has submitted audited financial statements or bank accounts statements for the last 3 years showing a minimum annual turnover of at least MYR 300,000 in any of the past 3 past years. To be determined by summing up credit lines on each bank statement or cost of work done in a calendar year in audited financial statements.	** none of the bank statements or audit reports from the last 3 years has annual turnover of MYR 300,000	Annual turn over in any of the last 3 years is above MYR 300,000 and less than MYR 400,000	Annual turn over in any of the last 3 years is above MYR 400,000 and less than MYR 500,000	Annual turn over in any of the last 3 years is above MYR 500,000.

Criteria	Document Submission	Non-Responsive (0)	Poor (7)	Satisfactory (15)	Good (23)	Excellent (30)
<b>BIDDER'S PROPOSAL TO PROVIDE SERVICE/APPROACH PAPER (30 Points)</b>						
<b><i>Bidder's proposal which responds to Understanding of the requirements for services, proposed approach, methodology to achieve the end goal, procedures and processes to provide the scope of services</i></b>	Briefly describe the firm's procedures and processes for (a) cleaning of different areas; a) Managing quality of services offered b). System for tracking and responding to complaints from client and poor performing areas c). System of managing absences and turnaround.	** failed to address requirements/did not respond	The proposal is generic and is not tailored to the UNHCR's operational requirements and is unlikely to satisfy requirements. The Bidder has misunderstood certain aspects of the scope of work and does not deal with the critical aspects	The approach is Specifically tailored to address the specific objectives. Critical areas and requirements are addressed. The approach determines quality control procedures to manage quality of outcomes and deliverables. The Bidder should explain their understanding of the objectives of the assignment and the Employer's stated and implied requirements, highlight the issues of importance, the technical approach and methodologies are demonstrated. A quality plan is submitted including the expected deliverables.	The approach is Specifically tailored to address the specific and Requirements and it demonstrates ingenuity and innovation. The approach determines quality control procedures to manage quality of outcomes and deliverables. Bidder has indicated measures to ensure availability of resources and to manage performance.	Besides meeting the "good" rating, the important issues are approached in an innovative and efficient way, indicating that the Bidder has outstanding knowledge of state-of-the-art approaches. The bidder demonstrates understanding of the UNHCR sites and environment, and has addressed all functional requirements as detailed in this RFP document. The proposal provides innovative approach to the provision of management services for the UNHCR