

Evaluation process and methods	4.1 Initial Technical Evaluation Pass/Fill approach: (Vendor must be passed all the below requirement to be consider for the technical evaluation process).			
	MANDATORY REQUIREMENTS		SUPPORTING DOCUMENTS	SCORE
	Lead bidder is a legal entity regulated and licensed Internet Service Provider in Iraq.		Registration with relative governmental entities in Iraq such as ITPC, CMC and KRG MoTC. (Supporting documents to be provided)	Pass / Fail
	Service Level Agreement		Confirm maintaining the connection availability for maximum throughput guaranteed through SLA of 99.5% or above.	Pass / Fail
	Support and Monitoring		The vendor must confirm the ability to continuously monitor throughput as per contractually agreed terms in the contract and the provision of 24/7 support. Technical support must be provided remotely once the complaint is lodged. The maximum critical Incident response time is one (1) hour and four (4) hours for onsite. Monitoring tools like PRTG, MRTG or any equivalent are required. The vendor must provide remote technical assistance for repair/defect rectification on vendor-supplied hardware.	Pass / Fail
	Company Background		The vendor must have 5 years in business with experience in managing similar services or projects and enterprise client portfolios with evidence.	Pass / Fail
	Then Bid shall be evaluated based on technical and financial criteria. The ratio weight between technical and financial criteria is (60:40).			
	• Technical Evaluation:			
	• The Bid shall be technically evaluated as below:			
		Technical evaluation Criteria		Calculation of Points
	Company background; years in business with experience in managing similar services or projects and enterprise client portfolios with evidence considering the minimum 5 years requirement. The scores will be calculated as detailed.		5 years=4	10
			6 years=5	
			7 years=6	
			8 years=7	
			9 years=8	
			10+ years=10	

	Several similar ISP services are delivered by the bidder to international organizations and reputable government organizations minimum accepted is 02 clients. The vendor should provide a letter of reference with contact information.	No Clients= 0	10
		2 clients= 5	
		3 to 4 clients= 8	
		Five clients and above= 10	
	Connection Availability for maximum throughput guarantee mentioned in SLA (minimum acceptable guaranteed uptime is 99.5%). More points will be awarded for availability up to 99.9 %). indicating evidence will be required such as similar service reports.	>99.9%= 15	15
		>99.8%= 13	
		>99.6%= 11	
		>99.5%= 10	
	Less than 99.5%= 0		15
	Appropriateness of the implementation plan and schedule to the project goals and project quality assurance measures to ensure successful implementation such as providing the company's backbone/border connections (minimum boarders/upstream providers).		15
	Appropriate technical resource with the right skills/expertise, qualifications to deliver the outputs required; Key technical skills/expertise of Individual team members to be used to execute the assignment; Qualifications/level of education of key staff that will be assigned to this project, evidence of expertise/experience of each individual team member etc.		10
	Total out of 60 (minimum passing score is 42)		60
	- The passing score of the technical criteria is 42 out of 60. Financial Evaluation: - The bidder will be financially scored based on the formula below: $\text{Contractor(A)} = (\text{Maximum score for price proposal (40 points)} \times \text{Price of lowest-priced proposal among technically passed bidders}) / \text{Price of the proposal (A)}$ The total weight of the bidder will be cumulative of the two above formulas (Technical and Financial).		