

Evaluation process and methods

Initial Mandatory Evaluation Pass/Fill approach:

Bidders shall meet all mandatory requirements below to qualify for the detailed technical evaluation. Failure to comply with any mandatory requirement will result in the proposal being considered non-responsive.

Mandatory Requirements	Supporting Documents	Score
<i>Lead bidder is a legal entity regulated and licensed Internet Service Provider in Iraq.</i>	<i>Registration with the relevant governmental authorities in Iraq (e.g., CMC, ITPC, KRG MoTC, as applicable).</i>	<i>Pass/Fail</i>
<i>Service Level Agreement</i>	<i>Confirm maintaining the connection availability for maximum throughput guaranteed through SLA of 99.5% or above. Evidence from previous similar projects is required</i>	<i>Pass/Fail</i>
<i>Support and Monitoring</i>	<i>The bidder shall demonstrate the capability to provide:</i> <i>- 24/7/365 technical support;</i> <i>- Continuous service monitoring;</i> <i>- Remote incident response within one (1) hour;</i> <i>- Onsite support within two (2) hours for Baghdad locations and within twenty-four (24) hours for all other service locations;</i> <i>- An escalation matrix;</i> <i>- Designated operational and technical contact details;</i> <i>- Remote technical assistance for vendor-supplied equipment.</i>	<i>Pass/Fail</i>

Technical Evaluation (60)

Technical Evaluation Criteria	Calculation of Points	Max. Points Obtainable
Company experience in delivering and managing internet connectivity services of similar scope and complexity, demonstrated through successful project implementation and client portfolio. Evaluation shall consider the relevance, complexity, and successful delivery of similar projects, as well as the diversity and profile of the client's portfolio.	Evaluation will consider number of years in business, number of successful projects, and portfolio and size of previous clients - Limited relevant experience (e.g. small offices, small enterprise customers. Projects of limited complexity). = 3-4 Points - Adequate relevant experience (e.g. governmental, international organizations of comparable scope) = 5-7 Points - Extensive experience (e.g. multiple comparable large-scale projects, multi-site deployments, different mission critical sectors, supported by positive client references, and proven success of similar contract execution. = 8-10 Points	10
Experience in delivering similar internet connectivity services to government entities, international organizations, or enterprise customers. Bidders shall provide at least two (2) client references, including contact details, for contracts of similar scope and complexity. Client reference including organization name, project description, contract period, scope of services, and contact details of the client representative.	- No clients = 0 Points - 2 clients = 5 points - 3-4 clients = 8 points - 5+ Clients = 10 Points	10
Guaranteed service availability (SLA) for the proposed internet connectivity service. The minimum acceptable guaranteed uptime is 99.5%. Bidders shall provide evidence of SLA performance through reports or references from similar contracts.	- Below 99.5% = 0 Points - ≥99.5% = 10 Points - ≥99.6% = 11 Points - ≥99.8% = 13 Points - ≥99.9% = 15 Points	15

Technical approach and implementation methodology, including the proposed network architecture, backbone and upstream connectivity, last-mile solution, redundancy, routing quality, and overall compliance with the technical requirements defined in the Description of Assignment.	- Implementation approach is incomplete or does not adequately address the TOR requirements. = 0-5 Points - Implementation approach addresses most technical requirements with an acceptable network design and implementation methodology = 6-10 Points - Comprehensive implementation approach demonstrating a robust network architecture, resilient backbone and upstream connectivity, appropriate last-mile design, redundancy, routing quality, and full compliance with the TOR requirements. = 11-15 Points	15
Technical resources and support capability, including the qualifications, experience, and availability of the proposed technical personnel responsible for implementation, operation, maintenance, monitoring, and support of the services.	- Limited technical resources or unclear support structure = 3-4 Points - Adequate technical resources with qualified personnel and acceptable support coverage = 5-7 Points - Strong technical resources with experienced personnel, clear support structure, 24/7 availability, escalation matrix, and proven operational capability = 8-10 Points	10
Total out of 60 Technical Score (Minimum Passing Score is 42)		60
Total out of 40 Financial Score		40
SUMMARY OF TECHNICAL & FINANCIAL SCORE		100

Minimum technical score: 70% of 60 points = 42 points