Section 3: Evaluation and Qualification Criteria

**Table of Criteria**

**1. Evaluation Criteria 3-2**

**1.1 Combined Evaluation 3-2**

**1.2 Technical Evaluation 3-2**

**1.3 Price Evaluation 3-4**

**1.4 Domestic Preference 3-4**

1.4.1 Method of Application 3-4

**1.5 Economic Criteria 3-4**

1.5.1 Adjustment for Scope 3-4

1.5.1.1 Local Handling and Inland Transportation 3-4

1.5.1.2 Minor Omissions or Missing Items 3-4

1.5.2 Adjustment for Deviations from the Terms of Payment 3-5

1.5.3 Adjustment for Deviations in the Delivery and Completion Schedule 3-5

1.5.4 Operating and Maintenance Costs 3-5

1.5.5 Spare Parts 3-5

1.5.6 Performance and Productivity of the IT Products 3-5

1.5.7 Other Criteria in Accordance with ITB 36.6(f) 3-5

**1.6 Multiple Lots (Contracts)** 3-6

**2. Qualification Criteria 3-7**

**2.1 Eligibility 3-7**

2.1.1 Nationality 3-7

2.1.2 Conflict of Interest 3-7

2.1.3 ADB Eligibility 3-7

2.1.4 Government-Owned Enterprise 3-7

2.1.5 United Nations Eligibility 3-7

**2.2 Historical Contract Nonperformance 3-8**

2.2.1 History of Nonperforming Contracts 3-8

2.2.2 Suspension Based on Execution of Bid-Securing Declaration 3-8

2.2.3 Pending Litigation and Arbitration 3-8

**2.3 Experience and Technical Capacity 3-9**

2.3.1 Contractual Experience 3-9

2.3.2 Technical Experience 3-9

2.3.3 Production Capacity 3-10

**2.4 Financial Situation 3-11**

2.4.1 Historical Financial Performance 3-11

2.4.2 Size of Operation (Average Annual Turnover) 3-11

2.4.3 Cash Flow Capacity 3-121. Evaluation Criteria

1.1 Combined Evaluation

The Purchaser will evaluate and compare the Bids that have been determined to be substantially responsive, pursuant to ITB 36.

If indicated by the BDS, the Purchaser’s evaluation of responsive Bids will take into account technical factors, in addition to cost factors.

In such a case, an Evaluated Bid Score (B) will be calculated for each responsive Bid using the following formula, which permits a comprehensive assessment of the Bid price and the technical merits of each Bid:



Where

C = Evaluated Bid Price

C*low* = lowest of all Evaluated Bid Prices among responsive Bids

T = total technical score awarded to the Bid

T*high* = technical score achieved by the Bid that was scored best among all responsive Bids

X = weight for the Price as specified in ITB 36.4

The Bid with the best Evaluated Bid Score (B) among responsive Bids shall be the Most Advantageous Bid provided the Bidder was prequalified and/or it was found to be qualified to perform the Contract in accordance with ITB 38.

1.2 Technical Evaluation (ITB 36.3 and 36.4)

If, in addition to the cost factors, the Purchaser has chosen to give weight to important technical factors (i.e., the price weight, X, is less than 1 in the evaluation), the total technical score assigned to each Bid in the Evaluated Bid Formula will be determined by adding and weighting the scores assigned by an evaluation committee to technical features of the bid, in accordance with the criteria set forth below.

1. The technical features to be evaluated are generally defined below and specifically identified in the BDS:
2. Performance, capacity, or functionality features that either exceed levels specified as mandatory in Section 6 (Schedule of Requirements), and/or influence the life cycle cost and effectiveness of the IT products.
3. Usability features, such as ease of use, ease of administration, or ease of expansion, which influence the life cycle cost and effectiveness of the IT products.
4. The quality of the Bidder’s proposed arrangements for management and coordination, training, quality assurance, technical support, logistics, problem resolution, and transfer of knowledge, and other such activities as specified by the Purchaser in Section 6 (Schedule of Requirements).
5. Any sustainable procurement requirement if specified in Section 6 (Schedule of Requirements).
6. Feature scores will be grouped into a small number of evaluation categories, generally defined below and specifically identified in the BDS:
7. The technical features that reflect how well the IT products and services meet the Purchaser’s business requirements (including quality assurance and risk-containment measures associated with the implementation of the IT products and services).
8. The technical features that reflect how well the IT products and services meet the system’s functional performance standards.
9. The technical features that reflect how well the IT products and services meet the general technical requirements for hardware, software, and services.
10. As specified in the BDS, each category will be given a weight and within each category each feature may also be given a weight.
11. During the evaluation, the evaluation committee will assign each desirable/preferred feature a whole number score from 0 to 4, where 0 means that the feature is absent, and 1 to 4 either represent (i) predefined values for desirable features amenable to an objective way of rating (as is the case for, e.g., extra memory, extra mass storage capacity, etc., if these extras would be conducive for the utility of the system); or (ii) a desirable functionality (e.g., of a software package) or a quality improving the prospects for a successful implementation (such as the strengths of the proposed project staff, the methodology, the elaboration of the project plan, etc., in the bid). The scoring will be 1 for the feature being present but showing deficiencies, 2 for meeting the requirements, 3 for marginally exceeding the requirements, and 4 for significantly exceeding the requirements.
12. The score for each feature (i) within a category (j) will be combined with the scores of features in the same category as a weighted sum to form the category technical score using the following formula:

where:

t *ji* = technical score for feature “i” in category “j”

w *ji* = weight of feature “i” in category “j”

k = number of scored features in category “j”



and

1. The category technical scores will be combined in a weighted sum to form the total Technical Bid Score using the following formula:



where:

S *j* = category technical score of category “j”

W*j* = weight of category “j” as specified in the BDS

n = number of categories



and

Bidders must score a minimum of 60% for each of Sections A, B and C of the Evaluation Scoring and Bidders must score a minimum of 70% in total. The highest-ranking Bidder will be invited to enter into contract negotiation and contract award for supply, implementation and initial operation of the proposed solution.

A detailed evaluation methodology and associated structure for the evaluation of the Bids has been developed based on the requirements contained in the Technical Requirements.

The Requirements are divided into eight (8) categories according to the general type of requirement. The weightings for these categories have then been assigned according to the relative importance of that category to the Department of Customs, with the total weights across all categories being 100%. Each category is scored out of 100 and then the category weight is applied by multiplying the score for each category by the weight assigned.

The detailed technical requirements to be addressed by the Bidders are contained in the Technical Requirements, which is included as Section 6 of the Bid Documents.

The following allocation of points by category and component of requirements shall be assessed by the Evaluation Committee for the evaluation of the Bids.

The Purchaser will conduct the Technical Evaluation pursuant to ITB Clauses 36.3 and 36.4 using the following criteria:

| **Criteria** | **Description** | **Weights** |
| --- | --- | --- |
| **A. NSW SOLUTION** | | **Weight 40 %** |
| **1. Application Software General** | | **Weight 10%** |
| GN.01 | General Functions Supported  User Management, Interface and Software Usability  Level of Parameterization or facility to easily configure the system  Queries, Reports and Statistics | **25** |
| GN.02 | 25 |
| GN.03 | 25 |
| GN.04 | 25 |
|  | Application Software General Subtotal: | 100 |
| **2. Application Software Functional** | | **Weight 20%** |
| FN.01  FN.02  FN.03  FN.04  FN.05 | MNSW Administration portal  CBRA portal  Trader Portal  e-Payments  Shipping Line Electronic Delivery Order including BL submission and cargo booking form (Export document) | 10  10  30  10  10 |
| FN.06 | Cargo Gate Exit | 10 |
| FN.07  FN.08 | Mailbox Messaging  Billing | 5  5 |
| FN.09  FN.10 | Archiving  **Contact Center** | 5  5 |
|  | Hardware, Standard Software |  |
|  | Application Software Functional Subtotal: | 100 |
| **3. Technical Environment** | | **Weight 10%** |
| EN.01 | Environment and Architecture | 20 |
| EN.02 | Hardware, Standard Software | 15 |
| EN.03 | System Performance and Reliability | 20 |
| EN.04 | System Management and Administration | 30 |
| EN.05 | System Security and Interoperability (API/Web services, CVS, XML exchange facility with external systems) | 15 |
|  | Technical Environment Subtotal: | 100 |

| **B. PLAN & METHODOLOGY** | | **Weight 30%** |
| --- | --- | --- |
| **4. Implementation Manager, Project Implementation and Change Management** | | **Weight 15%** |
| PM.01  PM.02 | **Implementation Manager**  Project Management, Project Plan and methodology | 25  25 |
| PM.03 | Installation, Testing, and Acceptance Test Plan | 10 |
| PM.04 | Change Management Plan | 20 |
| PM.05 | Transition and Implementation | 20 |
|  |  |  |
|  | Implementation Manager, Project Implementation and Change Management Subtotal: | 100 |
| **5. Training** | | **Weight 10%** |
| TR.01 | Training Plan | 20 |
| TR.02 | Training Scope | 30 |
| TR.03 | Training Methodology | 20 |
| TR.04 | Training Logistics including software manual and documentation | 20 |
| TR.05 | Training Support | 10 |
|  | Training Subtotal: | 100 |
| **6. Maintenance and Support** | | **Weight 5%** |
| SM.01 | Maintenance and Support Plan including clear backup and disaster recovery plan | 50 |
| SM.02 | Maintenance and Support SLAs | 50 |
|  | Maintenance and Support Subtotal: | 100 |

|  |  |  |
| --- | --- | --- |
| **C. FIRM EXPERIENCE & TEAM** | | **Weight 30%** |
| **7. Firm Qualifications and Experience** | | **Weight 10%** |
| FQ.01 | Management and quality assurance processes | 40 |
| FQ.02 | Project related experience and capabilities | 40 |
| FQ.03 | International and national experience and capabilities | 20 |
|  | Firm Qualifications and Experience Subtotal: | 100 |
| **8. Team Qualifications and Experience** | | **Weight 20%** |
| TQ.01 | General qualification | 15 |
| TQ.02 | Project related experience | 50 |
| TQ.03 | International and national experience | 10 |
| TQ.04 | Full time employee status | 25 |
|  | Team Qualifications and Experience Subtotal: | 100 |
| **MAXIMUM TECHNICAL SCORE (T)** | | 100 |

The cutoff score for technical competence is **70%** and bids scored below this score will not be further considered for evaluation.

**The weights given to the Technical (T) and Weight for the Price Proposals (P) are:**

**T = 0.6, and**

**P = 0.4**

1.3 Price Evaluation [100-X%]

The Purchaser will evaluate price bids, pursuant to ITB Clause 36, using the above weighting.

1.4 Domestic Preference

**1.4.1 Method of Application**

Domestic preference **SHALL NOT** apply.

1.5 Economic Criteria

**1.5.1 Adjustment for Scope**

1.5.1.1 Local Handling and Inland Transportation

Costs for inland transportation, insurance, and other incidental costs for delivery of the IT products from the EXW premises, or port of entry, or border point to project site as defined in Section 6 (Schedule of Requirements), shall be quoted in the Price Schedule for Services to Be Offered from Outside and Within the Purchaser’s Country provided In Section 4 (Bidding Forms). These costs will be taken into account during bid evaluation. If a Bidder fails to include such costs in its Bid, then these costs will be estimated by the Purchaser on the basis of published tariffs by the rail or road transport agencies, insurance companies, or other appropriate sources, and added to EXW or CIF or CIP price.

1.5.1.2 Minor Omissions or Missing Items

Pursuant to ITB 32.3, the cost of all quantifiable nonmaterial nonconformities or omissions from the contractual and commercial conditions shall be evaluated, including technical features identified as ‘Mandatory’ (or implied as mandatory by the use of the word ‘must’) in Section 6 (Schedule of Requirements) and for which nonconformance does not require rejection for non-responsiveness. The Purchaser will make its own assessment of the cost of any nonmaterial nonconformities and omissions, for the purpose of ensuring fair comparison of Bids.

**1.5.2 Adjustment for Deviations from the Terms of Payment**

Deviations from the Terms of Payment as specified in SCC 16.1 are not permitted.

**1.5.3 Adjustment for Deviations in the Delivery and Completion Schedule**

Deviations from the Delivery and Completion Schedule specified in Section 6 (Schedule of Requirement) are not permitted.

1.5.4 Maintenance Costs

Maintenance cost factors for calculation are as follows:

1. Number of years for maintenance period as specified in Support Requirement part for hardware and software warranty and maintenance service of Section 6 (Schedule of Supply). Upgrade is part of system maintenance requirement to be included in Price Schedule for Recurrent Cost.
2. Maintenance costs include costs such as product system support, defect fix, system update services, during SLA period of 24 months. Refer to the Support Requirement described in Section 6 (Schedule of Supply).
3. The total cost of Maintenance for the 5 (five) years upon completion of the post-warranty service period shall be quoted in the Price Schedule for Recurrent Cost in Section 4 (Bidding Forms).
4. These costs stated in (c) will be taken into account during bid evaluation.
5. Rate of **10** percentage per annum, to be used to discount to present value.

1.5.5 Spare Parts

The list and description of software upgrades, likely to be required throughout Warranty and Maintenance period is indicated in Section 6 (Schedule of Supply). The total cost of system upgrade should be included in Maintenance Service cost, which shall be quoted as in 1.3.4 above in the Price Schedule for Recurrent Cost in Section 4 (Bidding Forms). These costs will be taken into account during bid evaluation.

1.5.6 Performance and Productivity of the IT Products

The performance of Software Related Service as described in the support requirements for Service Level Agreement of Section 6. The cost for providing SLA should be included in Maintenance Service cost, which shall be quoted as in 1.5.4 above in the Price Schedule for Recurrent Cost provided In Section 4 (Bidding Forms). These costs will be taken into account during bid evaluation.

1.5.7 Other Criteria in Accordance with ITB 36.6(f)

**Not Applicable**

1.6 Multiple Lots (Contracts)

**Not Applicable**

##### 

##### 2. Qualification Criteria

**2.1 Eligibility**

| **Criteria** | **Compliance Requirements** | | | | **Documents** |
| --- | --- | --- | --- | --- | --- |
| **Requirement** | **Single Entity** | **Joint Venture** | | | **Submission Requirements** |
| **All Partners Combined** | **Each Partner** | **One Partner** |

**2.1.1 Nationality**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Nationality in accordance with ITB 4.2. | Must meet requirement | Must meet requirement | Must meet requirement | Not applicable | Letter of Bid;  Forms ELI – 1 and ELI - 2 |

**2.1.2 Conflict of Interest**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No conflicts of interest in accordance with ITB 4.3. | Must meet requirement | Must meet requirement | Must meet requirement | Not applicable | Letter of Bid |

**2.1.3 ADB Eligibility**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Not having been declared ineligible by ADB, as described in ITB 4.4. | Must meet requirement | Must meet requirement | Must meet requirement | Not applicable | Letter of Bid |

**2.1.4 Government-Owned Enterprise**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Bidder required to meet conditions of ITB 4.5. | Must meet requirement | Must meet requirement | Must meet requirement | Not applicable | Letter of Bid;  Forms ELI – 1 and ELI - 2 |

**2.1.5 United Nations Eligibility**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Not having been excluded by an act of compliance with a United Nations Security Council resolution in accordance with ITB 4.8. | Must meet requirement | Must meet requirement | Must meet requirement | Not applicable | Letter of Bid |

**2.2 Historical Contract Nonperformance**

**2.2.1 History of Nonperforming Contracts**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criteria** | **Compliance Requirements** | | | | **Documents** |
| **Requirement** | **Single Entity** | **Joint Venture** | | | **Submission Requirements** |
| **All Partners Combined** | **Each Partner** | **One Partner** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Nonperformance of a contracta did not occur as a result of contractor default since 1 January 2015 | Must meet requirement | Must meet requirement | Must meet requirement b | Not Applicable | Form CON-1 |

a *Nonperformance, as decided by the Purchaser, shall include all contracts where (a) nonperformance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Nonperformance shall not include contracts where Purchasers decision was overruled by the dispute resolution mechanism. Nonperformance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.*

b *This requirement also applies to contracts executed by the Bidder as Joint Venture member.*

**2.2.2 Suspension Based on Execution of Bid-Securing Declaration**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criteria** | **Compliance Requirements** | | | | **Documents** |
| **Requirement** | **Single Entity** | **Joint Venture** | | | **Submission Requirements** |
| **All Partners Combined** | **Each Partner** | **One Partner** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Not under suspension based on execution of a Bid-Securing Declaration pursuant to ITB 4.6. | Must meet requirement | Must meet requirement | Must meet requirement | Not applicable | Letter of Bid |

**2.2.3 Pending Litigation and Arbitration**

Pending litigation and arbitration criterion shall not apply.

**2.3  Experience and Technical Capacity**

**2.3.1 Contractual Experience**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criteria** | **Compliance Requirements** | | | | **Documents** |
| **Requirement** | **Single Entity** | **Joint Venture** | | | **Submission Requirements** |
| **All Partners Combined** | **Each Partner** | **One Partner** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Successful completion of software development, implementation, and customization contract as main supplier within the last five (5) years, of  Two  (2) contract(s) each valued at least four (4) million USD. | Must meet requirement | Must meet requirement | Not  applicable | Not  applicable | Form EXP – 1 |

**2.3.2 Technical Experience**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criteria** | **Compliance Requirements** | | | | **Documents** |
| **Requirement** | **Single Entity** | **Joint Venture** | | | **Submission Requirements** |
| **All Partners Combined** | **Each Partner** | **One Partner** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Successful completion of one (1) Single Window IT Solution contract, as main supplier, which have  (i)               been designed and developed within at least three (3) years, and,  (ii) been in operation for a minimum of one (1) year | Must meet requirement | Must meet requirement | Not  applicable | Not  applicable | Form EXP – 2 |

**2.3.3 Production Capacity**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criteria** | **Compliance Requirements** | | | | **Documents** |
| **Requirement** | **Single Entity** | **Joint Venture** | | | **Submission Requirements** |
| **All Partners Combined** | **Each Partner** | **One Partner** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| The Bidder or manufacturer shall demonstratea that it can supply the type, size, and quantity of the Hardware as required by Purchaser in accordance with the Delivery and Completion Schedule in Section 6 (Schedule of Requirements). | Must meet requirement | Must meet requirement | Not  applicable | Not  applicable | Form EXP – 3 |

a *Bidder or Manufacturer shall provide evidence of production output.*

**2.4 Financial Situation**

**2.4.1 Historical Financial Performance**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criteria** | **Compliance Requirements** | | | | **Documents** |
| **Requirement** | **Single Entity** | **Joint Venture** | | | **Submission Requirements** |
| **All Partners Combined** | **Each Partner** | **One Partner** |
| Submission of audited financial statements or, if not required by the law of the Bidder’s country, other financial statements acceptable to the Purchaser, for the last three (3) years to demonstrate the current soundness of the Bidder’s financial position. As a minimum, the Bidder’s net worth for the last year calculated as the difference between total assets and total liabilities should be positive. | Must meet requirement | Not applicable | Must meet requirement | Not applicable | Form FIN - 1 |

**2.4.2 Size of Operation (Average Annual Turnover)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criteria** | **Compliance Requirements** | | | | **Documents** |
| **Requirement** | **Single Entity** | **Joint Venture** | | | **Submission Requirements** |
| **All Partners Combined** | **Each Partner** | **One Partner** |
| Minimum average annual turnover of $ 5 million calculated as total payments received by the Bidder for contracts completed or under execution over the last three (3) years. | Must meet requirement | Must meet requirement | Must meet  **20%**  of the requirement | Must meet  **50%**  of the requirement | Form FIN - 2 |

**2.4.3 Cash Flow Capacity**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criteria** | **Compliance Requirements** | | | | **Documents** |
| **Requirement** | **Single Entity** | **Joint Venture** | | | **Submission Requirements** |
| **All Partners Combined** | **Each Partner** | **One Partner** |
| Availability of or access to liquid assets, lines of credit, and other finances sufficient to meet cash flow requirement which is $ 5 million USD. | Must meet requirement | Must meet requirement | Must meet  **20%**  of the requirement | Must meet  **50%**  of the requirement | Form FIN - 3 |