

Technical Evaluation Criteria

RFP/UNHCR/JOR/2026/3145 - Cleaning, Janitorial, Gardening, Pest Control and Minor Maintenance Services

1. Covered Locations

The technical proposal shall demonstrate the bidder's capacity to deliver the required services for the following locations:

No.	Official Location Name
1	UNHCR Registration Center in Khalda, Amman
2	UNHCR RB MENA and CO Amman, Abdoun, Amman
3	Sub Office Mafraq (Zaatari Camp)
4	Field Office Azraq Camp

2. Evaluation Method

- The technical proposal will first be reviewed against the mandatory pass/fail criteria. Bidders that fail any mandatory criterion shall not proceed to weighted technical evaluation.
- Technically responsive proposals will be evaluated against weighted technical criteria with a maximum score of 60 points.
- The minimum technical passing score is 42 out of 60 points.
- Only bidders that meet the minimum technical passing score will proceed to financial evaluation.
- The overall evaluation weighting shall be 60% technical and 40% financial.
- Financial proposals must be uploaded/submitted only in the financial/commercial section. If a financial proposal or price information is visible in any part of the technical proposal, the proposal may be disqualified.

3. Mandatory Criteria - Pass/Fail

S.N.	Evaluation Criteria	Result
1	Copy of valid Commercial Registration in Jordan.	Pass/Fail
2	Bidder is registered/licensed as a provider of cleaning services in Jordan.	Pass/Fail
3	Bidder has at least five (5) years of experience in the cleaning services business.	Pass/Fail
4	Bidder has a commercial bank account and submits the completed Vendor Registration Form (Annex G).	Pass/Fail
5	Bidder confirms/acknowledges UNHCR General Conditions of Contracts for the Provision of Services, including UNHCR payment terms, by providing a signed and stamped copy of (Annex E).	Pass/Fail
6	Bidder confirms/acknowledges the UN Supplier Code of Conduct by providing a signed and stamped copy of (Annex D).	Pass/Fail
7	Mandatory site visit covering all four locations, as evidenced by the signed attendance sheet.	Pass/Fail

4. Weighted Technical Criteria - 60 Points

No.	Criterion	Scoring Guidance	Maximum Points
1	Company profile and relevant experience	Quality of company profile, management structure, licensed field of expertise, objectives, number and function of employees, business volume, supporting documents, years of relevant/direct experience, and satisfactory experience with UN agencies, embassies, hospitals, banks, NGOs or similar facilities.	20
2	Employees and statutory compliance	Evidence that at least 45 cleaners are employed under the bidder company name; valid work permits where applicable; social security enrolment; medical insurance; non-conviction certificates; and employment contracts showing annual leave and sick leave entitlements.	15
3	Approach, methodology, work plan and mobilization plan	Detailed, logical, realistic and efficient methodology addressing the TOR requirements across all four official locations; staffing plan with number of personnel and clearly defined roles/responsibilities; mobilization plan; and proposed equipment and Grade A/eco-friendly cleaning materials with specifications and supporting documents.	15
4	Supplier commitment to sustainability	Description and evidence of environmental and sustainability practices, including waste management and recycling practices, recycling arrangements in Jordan, records of previous recycling/waste transactions, and use of eco-friendly products where possible.	10

Total Technical Score: 60 points. Minimum Passing Score: 42 points.

5. Sub-Scoring Breakdown

1. Company profile and experience	Company description, management structure, objectives, number/function of employees and licensed field of expertise in Jordan	6
1. Company profile and experience	Scale and capacity of similar cleaning contracts, including value/volume of ongoing and completed contracts, number of sites served, contract duration, and supporting contracts, POs or completion certificates.	4
1. Company profile and experience	Additional years of direct institutional cleaning experience beyond the mandatory five-year requirement, with emphasis on multi-site and comparable facilities.	4
1. Company profile and experience	Relevant client portfolio and satisfactory performance during the last five years with UN agencies, diplomatic missions, hospitals, banks, NGOs, international organizations or similar high-standard facilities, supported by recommendation letters or performance certificates.	6
2. Employees and statutory compliance	At least 45 full-time cleaners employed by the bidder	5

2. Employees and statutory compliance	Proof that workers are primarily employed/sponsored by the bidder, including valid work permits where applicable	2
2. Employees and statutory compliance	Social security enrolment with supporting documents	2
2. Employees and statutory compliance	Medical insurance coverage with supporting policy documents	2
2. Employees and statutory compliance	Non-conviction certificates	2
2. Employees and statutory compliance	Employment contracts showing annual leave and sick leave entitlements	2
3. Approach, methodology and work plan	Detailed work plan and methodology addressing TOR needs across all four official locations	5
3. Approach, methodology and work plan	Proposed personnel numbers with clearly defined roles and responsibilities, including supervisors and project manager	5
3. Approach, methodology and work plan	List of high-quality cleaning supplies “grade A” brands and equipment intended to be used in the cleaning services. Please use eco-friendly cleaning materials products, whenever possible and available. Provide documents for the cleaning materials and specifications (data sheets).	5
4. Sustainability	Description of environmental and sustainability approach, including waste management and recycling practices	5
4. Sustainability	Supporting proof of current waste management/recycling practices, such as recycling company commitment, records or previous transactions	5

5.1 Detailed Scoring Scale / Evidence Required

The following table shall guide the Technical Evaluation Committee in assigning points under each sub-criterion. Bidders should submit clear documentary evidence. Unsupported statements should not receive full marks.

Criterion	Sub-Criterion	Points	Evidence Required from Supplier	Scoring Scale
1. Company profile and experience	Company description, management structure, objectives, number/function of employees and licensed field of expertise in Jordan	6	Provide company profile, organogram/management structure, business objectives, valid commercial registration/license showing cleaning services field, and list of employees by function.	6: Complete, clear and fully supported company profile, structure, objectives, licensed expertise and employee functions. 4-5: Mostly complete, with minor gaps. 2-3: Basic information provided but important details/supporting documents missing. 1: Very limited company information. 0: Not provided or not relevant.
1. Company profile and experience	Scale and capacity of similar cleaning contracts, including value/volume of ongoing and completed contracts, number of sites served, contract duration, and supporting contracts, POs or completion certificates.	4	Provide contracts, POs, completion certificates or equivalent evidence showing contract value/volume, number of sites, contract duration and personnel deployed.	4: Strong evidence of multiple comparable cleaning contracts, preferably multi-site, with value/volume, sites, duration and supporting documents. 3: Similar contracts supported, but some details are missing. 2: Some cleaning contract evidence, but smaller/single-site or only partly comparable. 1: General business volume/experience with weak support. 0: No relevant evidence.
1. Company profile and experience	Additional years of direct institutional cleaning experience beyond the mandatory five-year requirement, with emphasis on multi-site and comparable facilities.	4	Provide dated company records, contracts, client certificates or similar documents confirming years of direct institutional cleaning experience.	4: More than 10 years of direct institutional cleaning experience, including comparable or multi-site facilities. 3: 8-10 years. 2: 6-7 years. 1: Only the mandatory 5 years, with limited evidence beyond the minimum. 0: Not clearly demonstrated.
1. Company profile and experience	Relevant client portfolio and satisfactory performance during the last five years with UN agencies, diplomatic missions, hospitals, banks, NGOs, international organizations or similar high-standard facilities, supported by recommendation letters	6	Provide client list for the last five years and recommendation letters, performance certificates, completion certificates or client confirmations showing satisfactory performance.	6: Strong evidence from several high-standard clients with satisfactory performance documents. 5: At least three high-standard clients with supporting documents. 4: Two relevant high-standard clients with acceptable support. 3: One relevant high-standard client with support. 1-2: Clients listed but evidence

Criterion	Sub-Criterion	Points	Evidence Required from Supplier	Scoring Scale
	or performance certificates.			weak, incomplete or not recent. 0: No relevant evidence.
2. Employees and statutory compliance	At least 45 full-time cleaners employed by the bidder	5	Provide current staff list/payroll or HR records showing full-time cleaners under the bidder company name.	5: 45 or more full-time cleaners clearly evidenced. 3-4: 45 cleaners indicated but documents have minor gaps. 1-2: Number appears below requirement or evidence is weak/incomplete. 0: Not provided or not under bidder company name.
2. Employees and statutory compliance	Proof that workers are primarily employed/sponsored by the bidder, including valid work permits where applicable	2	Provide employment/sponsorship records, work permits for non-Jordanian workers where applicable, and documentation showing bidder as employer/sponsor.	2: Clear proof that workers are employed/sponsored by the bidder and work permits are valid where applicable. 1: Partial evidence or minor inconsistencies. 0: No adequate proof.
2. Employees and statutory compliance	Social security enrolment with supporting documents	2	Provide recent Social Security Corporation records/listings or official evidence showing enrolled employees under the bidder.	2: Recent and clear social security records submitted. 1: Partial, outdated or unclear evidence. 0: Not provided.
2. Employees and statutory compliance	Medical insurance coverage with supporting policy documents	2	Provide valid medical insurance policy, employee coverage list or insurer confirmation.	2: Valid policy and covered employees clearly evidenced. 1: Insurance evidence provided but incomplete/unclear. 0: Not provided.
2. Employees and statutory compliance	Non-conviction certificates	2	Provide non-conviction/good conduct certificates for relevant staff as required in the tender/TOR, or a clear commitment and process where issuance depends on mobilization.	2: Certificates provided for relevant staff or robust compliant process evidenced. 1: Partial certificates or weak process. 0: Not provided.
2. Employees and statutory compliance	Employment contracts showing annual leave and sick leave entitlements	2	Provide sample/current employment contracts showing statutory entitlements, including annual leave and sick leave.	2: Contracts clearly show annual leave, sick leave and key employment terms. 1: Contracts provided but entitlements incomplete/unclear. 0: Not provided.
3. Approach, methodology and work plan	Detailed work plan and methodology addressing TOR needs across all four official locations	5	Provide location-specific methodology, work schedule, daily/weekly/monthly tasks, quality control arrangements, reporting lines, risk/contingency measures and service coverage for all four locations.	5: Detailed, logical and tailored methodology covering all four locations and TOR requirements. 4: Good methodology with minor gaps. 2-3: Generic or partially complete methodology. 1: Very limited work plan. 0: Not provided.
3. Approach, methodology and work plan	Proposed personnel numbers with clearly defined roles and responsibilities, including supervisors and project manager	5	Provide staffing plan by location, number of cleaners/supervisors, project manager, roles/responsibilities, replacement/back-up arrangements and reporting structure.	5: Clear staffing plan by location with roles, supervisors, project manager and back-up arrangements. 4: Good plan with minor gaps. 2-3: Some personnel numbers/roles provided but incomplete. 1: Very limited staffing information. 0: Not provided.
3. Approach, methodology and work plan	List of high-quality cleaning supplies 'grade A' brands and equipment intended to be used in the cleaning services. Please use eco-friendly cleaning materials products, whenever possible and available. Provide documents for the cleaning materials and specifications (data sheets).	5	Provide list of cleaning materials, brands, equipment, quantities/availability, technical data sheets/specifications, safety data sheets where relevant, and eco-friendly product evidence where available.	5: Complete list of Grade A/equivalent materials, equipment and specifications/data sheets, with eco-friendly options where possible. 4: Good list with minor missing documents. 2-3: Basic list provided but specifications/brands/data sheets incomplete. 1: Very limited information. 0: Not provided.
4. Sustainability	Description of environmental and sustainability approach, including waste management and recycling practices	5	Provide written environmental/sustainability approach covering waste segregation, recycling, responsible disposal, reduction of harmful chemicals, and use of eco-friendly products where possible.	5: Comprehensive and practical sustainability approach relevant to the services and Jordan context. 4: Good approach with minor gaps. 2-3: General approach with limited detail. 1: Very limited statement. 0: Not provided.
4. Sustainability	Supporting proof of current waste management/recycling practices, such as recycling company commitment, records or previous transactions	5	Provide recycling company agreement/commitment, waste/recycling transaction records, invoices, certificates, photos/logs or other proof of current practices.	5: Strong documentary proof of active waste management/recycling practices. 4: Good proof with minor gaps. 2-3: Some proof but limited or outdated. 1: Weak/unverified statements. 0: No evidence.

6. Clarification of Proposals

To assist in examination, evaluation and comparison of proposals, UNHCR may, at its discretion, request clarifications from bidders. Requests for clarification and responses shall be in writing. No change in price or substance of the proposal shall be sought, offered or accepted.

7. Financial Evaluation

Financial evaluation shall be conducted only for bidders that pass the technical evaluation. The maximum financial score will be awarded to the lowest-priced technically compliant offer. Other financial offers will

receive points in inverse proportion to the lowest-priced offer. For evaluation purposes only, offers submitted in a currency other than JOD will be converted into JOD using the United Nations rate of exchange in effect on the submission due date.