

Template has been adjusted to follow the Cloud ERP Submission

Annex B(ii) - Technical Evaluation Criteria

Requirement	Requirement Text
Preliminary Criteria	
Valid Government Issued Company Registration Documents	For all suppliers: Must be valid For Jordanian Suppliers: Must be Valid + must have a QR Code for verification of authenticity and expiry
Company Tax Certificate	Must be Valid and under the same company name
Commercial Bank Account Certificate	Must be issued within the last three-months, signed and stamped by the bank and under the same company name. Personal bank accounts are not acceptable
Mandatory Criteria	
Requirement1. Structured, complete, technical offer	One complete Technical Offer following pre-specified structure
Requirement2. Compliance Matrix	Mandatory Compliance Matrix completed and submitted
Requirement3. Two lots proposed	Technical Offer provides proposals for both Lot 1 and lot 2
Requirement4. Design and renderings submitted	Conceptual kiosk design/renderings submitted
Requirement5. Hardware specifications provided	Hardware specifications and recommendations submitted
Evaluation Criteria - longlist	
Requirement1. Understanding of Requirements & Technical Approach	- Demonstrates understanding of UNHCR's registration and self-service kiosk context. - Demonstrates understanding of current kiosk operations and future objectives. - Clearly explains the proposed technical solution. - Identifies key challenges and constraints and proposes appropriate mitigation measures. - Demonstrates alignment with the requirements described in the TOR.
Requirement2. Kiosk Housing Design, Functionality and future expandability	- Quality and practicality of the kiosk housing design. - Suitability for UNHCR operational environments. - Security features and protection of hardware. - Ventilation and cable management arrangements. - Ease of maintenance and component access. - Quality of submitted drawings and renderings. - Adaptability for future hardware additions. - Modular design and integration of placeholders for future upgrades. - Durability and quality of proposed materials.
Requirement3: Hardware Solution & Integration Approach	- Suitability and quality of the proposed hardware components. - Compliance with the minimum hardware specifications in the TOR. - Compatibility and integration with existing UNHCR hardware.E18 - Technical justification for the proposed reuse, replacement or upgrade of each hardware component. - Quality of the touchscreen replacement and integration approach. - Readiness to accommodate and integrate future optional hardware components. - Maintainability, expected lifespan and availability of replacement parts. - Overall functionality, reliability and value for money of the proposed hardware solution.
Requirement4. Accessibility & User Experience	- Accessibility for persons with disabilities. - Accessibility for children and older persons. - Wheelchair access and reach requirements. - Accessibility of document input/output features. - Audio and visual accessibility features. - Overall user-friendliness of the kiosk design.
Requirement5. Implementation Methodology & Risk Management	- Quality of implementation methodology. - Feasibility of proposed deployment approach. - Clarity of implementation schedule and milestones. - Quality assurance approach. - Identification of technical and operational risks. - Practicality of proposed mitigation measures.
Requirement6. Maintenance & Support Approach	- Preventive maintenance approach. - Corrective maintenance approach. - Availability and management of spare parts. - Warranty provisions. - Incident response arrangements. - Long-term supportability of the proposed solution.

Requirement7. Firm Experience and References	- Number and relevance of similar projects. - Experience with self-service kiosks or public-use terminals. - Experience with hardware integration projects. - Demonstrated success in comparable environments. - Quality and relevance of references provided.
Requirement8. Team Composition and Qualifications	- Qualifications of proposed personnel. - Relevant technical expertise. - Experience of key staff. - Appropriateness of team structure. - Availability of proposed resources. - Coverage of required competencies.
Total Score (formula)	
RequirementI-1. Overall score of the Technical Proposal	