**Proposal evaluation criteria - DRAFT**

It is expected that proposals will be evaluated based on the following criteria:

* Price **– 30 %** *[price per document as well as price per each technical component of the proposed IT and physical infrastructure will be requested to be provided]*
* Quality **– 70 %**

The quality of the proposal will be assessed on the basis of the following criteria:

|  |  |  |  |
| --- | --- | --- | --- |
| **Criterion** | **Percentage for the quality criterion** | **Sub-criteria / assessment aspect**  | **Percentage for the sub-criterion** |
| Physical infrastructure  | 25 % | Enrolment facilities: * quality, completeness, and feasibility of approach to enrolment facilities geographical network, incl. suggested locations, types of premises *(please note – preference will be given for proposals that suggest other than current GoA facilities)*
* Preliminary concept / layout and design guidelines of the service stations of different category (small, medium, large, stationary, movable)
* Preliminary amount of the workstations in each of the service station
* Proposed time schedule to launch operations and complete refurbishment / set up of the facilities

Note: Shortlisted companies will have the ability to inspect the existing facilities before submitting an offer.  | 35 % |
| Personalization facility: * Safety, quality, and completeness of proposed design of personalization site
* Proposed time schedule to launch operations and complete refurbishment.

Note: Shortlisted companies will have the ability to inspect the facilities provided by GoA before submitting an offer. | 35 % |
| Technological infrastructure: * safety, quality, and completeness of proposed preliminary physical and technological architecture design and description of its components

Note: Shortlisted companies will have the ability to inspect the facilities provided by GoA before submitting an offer. | 30 % |
| Travel and Identity documents | 25 % | Proposed ID card concept: quality, security, and commitment to evolution of the design of the ID cards, based on the description and the test cards. | 25 % |
| Proposed biometric passport concept: quality, security, and commitment to evolution of the design of the biometric passport, based on the description and the test passports. | 25 % |
| ID card applet: suitability, quality and performance of the proposed chip, quality of the applet design and approach to development, testing and certification. | 25 % |
| Middleware: approach and commitment to the maintenance and evolution of the middleware | 25 % |
| Identity and Document Management Information System | 25 % | IT software, hardware and equipment solution adherence to the requirements and technology innovation, and proven approach to ensuring the citizen facing solutions providing a good user experience (based on the description and demonstration of solutions). | 60 % |
| Description of citizen data protection measures that guard against natural or intentional causes and disasters. | 40 % |
| Requested services  | 25 % | SLA: Commitment of the service provider to respecting and possibly improving the minimum service levels. | 25 % |
| Design and implementation: Quality, completeness, and feasibility of the project plan. | 25 % |
| Operations: Quality, completeness, and feasibility of the approach to run operations:* Structure of operational teams
* Training of operational teams
* Customer service quality control measures
* Suggested value added services and approach to new service development
* Quality control of the industrial processes, the organization, and the support systems for the whole of the supply chain (incl. inventory management, production, personalization, logistics, support)
* Effectiveness and completeness of the security measures for the entire supply chain
 | 25 % |
| Handover**:** Quality, completeness, and feasibility of the approach to the handover at the end of the contract | 25 % |
|  | **100 %** |  |  |