ANNEX 3:

Technical evaluation criteria

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Technical evaluation criteria

Evaluation approach

1.   The technical criteria used for award of a contract include;

   (a)   corporate health

   (b)   project management and quality control

   (c)   technical and business capability

   (d)   understanding and compliance with software requirements

   (e)   technical strength of development and operations

   (f)   Understanding of secretariat's needs

Corporate health

2.   The UN has a commitment to operate the ITL until 2015. For this reason, it is important that a chosen vendor can demonstrate, as much as is possible, an indication of future longevity through:

   (a)   Financial history

   (b)   Trading history

   (c)   Staff loyalty

   (d)   Adoption of good corporate practices

Project management and quality control

3.   The successful vendor should demonstrate its strength in controls, through project management and software and service quality. This may include formal certification or clearly demonstrating the adoption of strong methods and project controls that can deliver on time, on budget, and to the required quality.

4.   The successful proposal should demonstrate clear planning, project management controls, change management, and software quality controls. Depending on the structure of the proposal, the vendor shall demonstrate expertise in working with partners, sub-contractors, or its capability to do the whole project in-house.

5.   The organisation and clarity of the scheduled activities will be assessed, as will the professional approach of the project team. The proposed schedule should contain enough information to indicate a level of thoroughness and detail to indicate confidence in the plan.

Technical and business capability

6.   The overall ITL programme connects up many participants and this adds to the complexity of the solution. The vendor should demonstrate its past experience of successfully working within such constraints. An appreciation of the issues that climate change presents and the interaction of the ITL with other initiatives would assist a successful vendor in its dealings with the users of the ITL. The vendor should demonstrate:

- (a)   an understanding of the emissions marketplace and ITL
- (b)   experience of appropriate technologies
- (c)   a history of successfully deploying similar systems into a multi-user environment
- (d)   technical expertise in transaction-processing systems
- (e)   experience in providing 24/7 support around the globe
- (f)   technical expertise in scalable, resilient networked systems
- (g)   possession of quality skills
- (h)   availability of key individuals with applicable skills

Understanding and compliance with software requirements

7.   The DES has been agreed by participants connecting to the ITL and changes to this are not possible except through agreement with others. The ITL specifications have been developed for the needs of the secretariat and reflects its internal requirements. In its response the vendor should demonstrate

- (a)   an understanding of the needs of the ITL and its users
- (b)   its technical capability to follow the design of the ITL
- (c)   its technical capability to design and operate the infrastructure to support the ITL
- (d)   its technical capability to identify future improvements

8.   The technical specifications are not intended to discriminate between proprietary technologies or components. A technical solution is welcomed that builds on the stated requirements and:

- (a)   can be easily supported through further software development
- (b)   has a long design life
- (c)   can be easily supported by non-proprietary tools in development teams and data centres
- (d)   has no problems with IPR and novation, should contract conditions change over time

Technical strength of development and operations

9.   The proposal should demonstrate the expertise of the vendor through:

- (a)   an architecture and infrastructure design that will deliver a resilient, manageable TP system, with good security and auditability
- (b)   careful consideration of the recommendation, configuration and deployment of 3rd party products
- (c)   meeting performance requirements with a system that can be scaled, along with an awareness of the consequences of the business conditions that will drive volumes
- (d)   a sound approach towards configuration management, testing, and deployment
- (e)   the methods of implementing reliable connectivity to CITL and other registries

10. The vendor should use its experience to articulate practical and effective ways of working for:

  (a)   software support, service desk support, 24/7 operations and support

  (b)   support of initialisation

  (c)   further evaluation, analysis and design

  (d)   networks, data centre and backup systems deployment

  (e)   escalation processes

  (f)   SLA and progress reporting

Understanding of secretariat's needs

11. The ITL is to be operated over a long time period. It is also one of several technology projects being undertaken by the secretariat. The secretariat will require assistance at several levels in the support of this project and its wider programme of work. The successful vendor should be able to demonstrate the potential to develop a successful long-term relationship though:

  (a)   a good understanding of the requirements of the secretariat

  (b)   an understanding of the framework in which the ITL will operate

  (c)   an appreciation of how it can respond to, develop, and support the secretariat's governance and RSA obligations

  (d)   technical competence in the ongoing development and/or operation of systems

  (e)   competence in running a service desk for technical and business functions

  (f)   responsiveness with potential capacity for further growth should the secretariat wish to expand its scope of work in the future, through expanding the data centre, software, or support options