gí	Z Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH	e for Te	chni	cal Asse	essmen	t of Offe	ers			Date			page 1	
Section/Division 3900 Project title				tle Short: Backstopping for Managing Customer Complaints Date								30.04.2024		
AV ECO.Geor										20.2275.4	-007.00 / 0	302		
DV														
Assesso	r							V						
		Weighting in % (2)		Company 1		Company 2		Company 3		Company 4		Company 5		
	0.11		ĺ	points	assess-	points	assess-	points	assess-	points	assess-	points	assess-	
	Criteria	a)		(max. 10)	1	(max. 10)		(max. 10)	ment	(max. 10)		(max. 10)		
	(1)			(3)	(2)x(3) (4)	(3)	(2)x(3) (4)	(3)	(2)x(3) (4)	(3)	(2)x(3) (4)	(3)	(2)x(3) (4)	
1.	Experience of the Company	10	+	(3)	(4)	(3)	(4)	(3)	(4)	(3)	(4)	(3)	(4)	
1.1	Technical Experience (state relevant sectors)	10			0		0		l 0		0		0	
	•At least 5 years of experience in public sector	'							-					
	development, institutional development,													
	environmental projects, conflict management													
	- or sociology													
1.2	Regional Experience (state country/region)				0		0		0		0		0	
Total		10			0		0		0		0		0	
2.	Appropriateness of suggested concept and work plan	15	1											
2.1	Concept (technical approach/methodical procedures)	15												
	a) interpretation of objectives/assignment	5			0		0		0		0		0	
	b) strategy for the implementation reflecting other alternatives	3			0		0		0		0		0	
	c) cooperation during the implementation (stakeholders in the impl				0		0		0		0		0	
	d) a work plan in a visual form	2			0		0		0		0		0	
2.2	Conceptual options	0			0		0		0		0		0	
2.3 Total	Monitoring and evaluation concept	15	+		0		0		0		0		0	
3.	Technical Backstopping	15			U		U		U		U		- U	
3.1	Staff													
3.2	Hardware (technical equipment)													
3.3	Software (programmes, cooperation relations)													
Total	, , , , , , , , , , , , , , , , , , , ,													
4.	Consideration of local resources													

	,												page 2	
			Weighting in % (2)		Company 1		Company 2		Company 3		Company 4		Company 5	
	Criteria (1)	a)		points (max. 10)	assess- ment (2)x(3) (4)									
5. 5.1 5.1.1	Qualification of proposed staff Expert 1 Team Leader General qualification - training	38 5		(=)	0	(=)	0	(=)	0	(=)	0	(-)	0	
5.1.2	- education Master's degree in public law Specific qualification	5 28			0		0		0		0		0	
5.1.3	-Professional experience: 10 years of experience in public sector development, including designing and implementation of public sector reform projects in Georgia; Experience in elaboration of the concepts/guidelines - Experience in workshops, and conducting of trainings (3 years' experience) ability to work in a team Regional experience / knowledge of country	15 8 0			0 0 0 0		0 0 0		0 0 0 0		0 0 0		0 0 0	
5.1.4	Linguistic skills (state language)	5 38			0		0		0		0		0	
Subtota 5.2 5.2.1 5.2.1	Expert 2 Public service expert General qualification - training - Education: Master's degree in Law, Economy, Institutional and capad Specific qualification - Professional experience: at least 7 years of experience in respective technical areas cited in the scope of work, with a minimum of five years of experience in Georgia, preferably including areas such as public sector development projects. - 3 years 'experience in providing consultations, trainings and expert support to different organisations concerning public sector reform and legal issues.	37 5 0 5 27			0 0		0 0		0 0		0 0		0 0	
5.2.3 5.2.4	- ability to work in a team Regional experience / knowledge of country Linguistic skills (state language)	0 0 5			0 0 0									
Subtota 5.5	I 5.2 Composition of the team	37			0		0		0		0		0	
Grand Total place		75 100			0		0		0		0		0	
6. place	Special advantages / risks (see extra page)]		· ']]		