

ANNEX D - Evaluation Matrix

PROVISION OF CLEANING AND FACILITY SUPPORT SERVICES FOR GOETHE-INSTITUT INDONESIEN, JAKARTA

Please attach your statement regarding Criterion 2 (Technical Proposal / Service Concept) and Criterion 3 (Environmental and Social Sustainability) informally to your tender documents.

Please use a PDF or a comparable format for this purpose.

Please submit your Financial Offer using the Price Schedule provided in Annex C.

Award Criteria	Weight (%)	Evaluation Criteria and Scoring Method	Score (1-5)	Final Score
1. Price				
Price Competitiveness	30%	Lowest price / price offered x 5 = points achieved.		
2. Technical Proposal / Service Concept				
The bidder shall submit a service concept describing how high-quality cleaning services will be delivered and maintained throughout the contract period. The concept should include information on equipment, cleaning agents, staffing and deployment planning, quality assurance measures, supervision arrangements, response times, and environmental and social sustainability practices. The concept shall provide a detailed explanation of the following aspects: Equipment and Materials - Description of the cleaning equipment and tools to be used to ensure high-quality cleaning performance. - Information on the replacement and renewal cycles of the equipment and tools to maintain hygiene standards. - List of all cleaning agents to be used. - Purpose and function of each cleaning agent. - Frequency of use. Staffing and Deployment Plan - Daily working hours and duration of deployment. - Functions and responsibilities of each employee. - Estimated time required to perform each assigned task. The bidder submitting the best and most comprehensive concept will receive the maximum score of 5 points.	40%	The service concept is comprehensive, coherent, and highly convincing. It clearly describes the proposed service delivery approach, equipment, cleaning products, staffing plan, quality assurance measures, supervision arrangements, and sustainability practices. All requirements are fully addressed in a detailed, practical, and efficient manner. The concept demonstrates a high likelihood of successful contract performance. 4 Points The service concept addresses the main requirements but provides only a moderate level of detail. Some aspects are unclear, incomplete, or insufficiently substantiated. The proposed approach appears feasible but does not fully demonstrate a high level of service quality. 3 Punkte The service concept provides only basic information and addresses the requirements to a limited extent. Several important aspects are missing, unclear, or inadequately explained. There are significant concerns regarding the effectiveness or practicality of the proposed 2 Punkte The service concept is largely incomplete and provides very little relevant information. Major requirements are not addressed, and the proposed approach does not adequately demonstrate the bidder's capability to deliver the required services. 0 Punkte No service concept has been submitted, or the information provided is insufficient to assess the bidder's proposed service delivery approach.		
3.Environmental and Social Sustainability				
The extent to which the bidder demonstrates environmentally responsible and socially sustainable business practices, including the use of eco-friendly products, resource-efficient processes, employee well-being, and compliance with labor and health and safety standards. Environmental Sustainability -Use of eco-friendly cleaning products -Waste reduction and recycling measures -Efficient use of water and energy -Environmental certifications Social Sustainability - Fair working conditions and compliance with labor laws - Employee training and development - Occupational health and safety measures	30%	5 Points The submitted documentation demonstrates a coherent, transparent, and well-founded concept for environmental and social sustainability. 4 Points The submitted documentation demonstrates a concept for environmental and social sustainability; however, it does not address all required aspects and/or is not fully coherent, transparent, or convincing. 3 Points Only general information is provided regarding sustainability, personnel training, and the environmental compatibility of the products used. 2 Points The information provided on sustainability measures, personnel training, and the environmental compatibility of the products used lacks sufficient detail and indicates that the required environmental and social sustainability standards are only partially met. 0 Points No information is provided regarding personnel training and professional development, nor regarding the environmental compatibility of the products used.		
Total	100%	Total Score Bidder		