

Appendix D: Assessment Matrix

for: Accounting in accordance with national law for the Goethe-Institut Brussels

These evaluation criteria will be used to determine the most economically and qualitatively favourable tender.

	Award/Assessment Criteria	Assessment method	Maximum number of points
1.	Price – Weighting: 30%		
	Price (Appendix C)	Price list	30
2.	Quality – Weighting: 30%		
2.1	Technical expertise*		
2.1.1	Please explain how the staff you intend to deploy to provide the service will ensure a high standard of accounting services and minimise errors. To this end, describe the processes, organisational arrangements and controls you intend to implement whilst the service is being provided. In particular, please explain how you will structure procedures, define responsibilities, take risks into account and ensure compliance with internal requirements.	5 marks: A very clear and comprehensive description of the approach, with structured processes, defined responsibilities, clear controls and a recognisable approach to managing risks and internal requirements. 4 marks: A clearly comprehensible and largely comprehensive description of all key processes, controls and organisational arrangements; minor gaps in detail are possible. 3 marks: A generally useful concept, but with recognisable gaps. Processes and responsibilities are described, but not consistently or in sufficient detail. 2 marks: A very general or unstructured presentation; controls, roles or risks are described only superficially or not at all. 1 mark: Only minimal, unspecific information without a usable description of processes or controls. 0 marks: No answer or an answer that is unusable in terms of content.	5
2.1.2	Please describe how, as part of the service provision, you ensure that your staff's specialist knowledge required for the performance of the contract is kept up to date throughout the contract period. Please explain which internal structures and procedures are used to continuously update this knowledge and ensure it remains permanently available, independent of individual staff members.	5 marks: A very clear and comprehensive description of the approach, with recognisably structured processes for the continuous updating and institutional safeguarding of specialist knowledge. 4 marks: A clearly comprehensible and largely comprehensive presentation of the most important structures and measures; minor gaps in detail are possible. 3 marks: A description that is generally useful but in places incomplete or not sufficiently detailed. Structures are recognisable but not consistently presented. 2 points: Very general or unstructured information; measures are described only superficially, and institutional safeguarding is unclear. 1 point: Only minimal, uninformative details without a usable description of processes or structures. 0 points: No response, or a response that is unusable in terms of content.	5
2.1.3	Please explain how new statutory requirements relating to service provision are identified, assessed and integrated into existing workflows, processes and systems. In doing so, describe which internal structures or procedures ensure that relevant changes are implemented fully, correctly and in a timely manner.	5 marks: A very clear and comprehensive description of the procedure; structured and transparent; demonstrates how new legal requirements are systematically identified, assessed and integrated into processes. Responsibilities, procedures and control steps are clearly set out. 4 marks: A clear and largely comprehensive description; the key steps for incorporating new legislation are evident, though minor gaps or less detailed explanations may be present. 3 points: Useful but partly incomplete description; processes or responsibilities are described, but not consistently or in sufficient detail; implementation is generally comprehensible but less well-developed. 2 points: Very general or unstructured information; measures for incorporating new legislation remain superficial; roles, procedures or controls are described only briefly or not at all. 1 mark: Only minimal or unspecific information without a usable process description; no clearly identifiable procedure. 0 marks: No response or a response that is unusable in terms of content.	5
2.2	Technical requirements*		
2.2.1	The Goethe-Institut uses the SAP booking system as well as several linked portals (e.g. course, examination and scholarship portals). Please specify which systems you use to deliver your services and explain why these systems are suitable for integration with our IT infrastructure, with particular regard to the potential import or automation of data, and how statutory data retention obligations are ensured within them.	5 points: Very clearly and comprehensively described; systems clearly named and explained in a comprehensible manner; suitability for the Goethe-Institut's system landscape (SAP + connected portals) presented in an understandable way; approach to ensuring statutory retention obligations is clear and coherent. 4 points: A description that is easy to follow and largely complete; systems and suitability presented in a plausible manner; retention requirements recognisably taken into account, with minor gaps in detail. 3 points: A usable but partly incomplete presentation; systems named, but suitability or retention safeguards explained only partially or superficially. 2 points: Very general or unstructured information; systems mentioned, but with no discernible link to the GI system landscape; measures to ensure compliance with retention obligations described only briefly or unclearly. 1 point: Only minimal or unspecific information; systems mentioned, but no useful explanation of suitability or measures to ensure compliance with retention obligations. 0 points: No answer or an answer that is unusable in terms of content.	5
2.2.2	Please explain how your organisation ensures compliance with the statutory retention obligations for accounting records and how our access to this data is guaranteed throughout the entire retention period and after the contract has ended.	5 points: A very clear and comprehensive description of the procedure; presented in a technically and organisationally transparent manner; clearly demonstrates how statutory retention obligations are met, monitored and permanently ensured, and how the Goethe-Institut's access is guaranteed throughout the entire retention period and after the contract has ended. 4 points: A clearly comprehensible and largely complete description of the key measures to ensure compliance with retention obligations and data access during the retention period and after the contract ends; minor gaps in detail are possible. 3 points: Useful but partly incomplete description; technical or organisational procedures for retention are only partially explained and/or the Goethe-Institut's access is not described fully or is only described superficially; generally comprehensible but less well-developed. 2 points: Very general or unstructured information; measures for retention are described only briefly or unclearly; roles, procedures or controls are largely missing, and data access is explained scarcely or not at all. 1 mark: Only minimal or unspecific information without a usable description of processes or systems; no comprehensible procedure for retention or data access. 0 marks: No response or a completely unusable response.	5

3. German commercial law** – Weighting: 10%			
3.1.1	Please describe the experience of the staff members designated to provide the service in applying German commercial law (HGB) in the context of day-to-day accounting and the preparation of annual accounts. In particular, please explain the scope and nature of the HGB client engagements managed by the designated staff members.	5 points: Very clear and comprehensive presentation; extensive and long-standing experience in German commercial law (approx. 10+ years); a broad range of HGB mandates described in a clear and comprehensible manner; activities (e.g. day-to-day bookkeeping, annual accounts, HGB accounting) presented clearly and in a practical manner. 4 points: Well-explained and multi-year experience (approx. 5-9 years) with relevant HGB mandates; description largely complete, though minor gaps in detail are possible. 3 points: Useful but partly incomplete description; HGB experience generally present (approx. 2-4 years); activities or types of mandate only partially explained. 2 points: Very general or unstructured information; limited experience or experience described in vague terms (less than approx. 2 years); hardly any useful information about clients or activities. 1 point: Only minimal or unspecific information; no comprehensible description of company-wide HGB experience. 0 points: No answer or a completely unusable answer.	5
4. Contact person*** – Weighting: 30%			
4.1.1	Qualifications and cover arrangements: Please describe the professional qualifications of the staff assigned to this project, as well as your arrangements for cover in the event of absence. Please explain how professional continuity and the quality of task performance will be ensured.	5 points: Very clearly and comprehensively described; the qualifications of the proposed staff are highly suitable for the project's tasks, presented in a well-founded and transparent manner; the deputisation arrangements are clearly described and ensure equivalent professional continuity. 4 marks: A clearly comprehensible and largely complete description; qualified staff with clear professional relevance to the project; the arrangements for cover are plausible, though minor gaps in detail are possible. 3 marks: A usable but partly incomplete description; qualifications are generally suitable, but described less in detail or only partially; cover arrangements are in place but not clearly explained in terms of their professional depth. 2 points: Very general or unstructured information; qualifications described only briefly or without clear links to the project; arrangements for cover are not very meaningful or are incomplete. 1 point: Only minimal or unspecific information; the professional suitability of the staff assigned or their cover cannot be ascertained. 0 points: No answer or an unusable answer.	5
4.1.2	Communication and Coordination Structures: Please explain how you will organise communication and reporting within the framework of this project. Please also describe the frequency and format of regular coordination meetings you propose to ensure a smooth exchange of information.	5 marks: A very clear and comprehensive concept; communication channels, reporting formats and meeting frequency presented in a clear and structured manner; clearly demonstrates how a reliable and smooth exchange of information is guaranteed. 4 marks: A clear and largely comprehensive description; communication and reporting processes are plausible; meeting frequency is presented sensibly; minor gaps in detail may be present. 3 marks: A usable but partly incomplete presentation; communication or reporting aspects are described, but not comprehensively; a proposal for the frequency of meetings is provided, but with little detail. 2 marks: Very general or unstructured information; communication processes described only briefly or unclearly; reporting or meeting frequency is imprecise or unconvincing. 1 mark: Only minimal or unspecific details; no usable concept for communication, reporting or the frequency of coordination meetings is apparent. 0 marks: No answer or a completely unusable answer.	5
4.1.3	Service Level (SLA): Please describe the service levels you offer for this project. In particular, please specify the timeframe within which you will respond to enquiries and the timeframe within which corrections or necessary adjustments will be made	5 points: Very clearly and comprehensively described service levels; response and rectification times are transparent, specific and appropriate; clearly demonstrates how fast and reliable processing is ensured. 4 points: A clearly comprehensible and largely complete description; response and rectification times are stated plausibly; minor gaps in detail are possible. 3 points: Useful but partly incomplete description; information on response or rectification times is provided, but is only partially specific or described only superficially. 2 points: Very general or unstructured information; response or rectification times are presented only briefly, unclearly or unconvincingly. 1 point: Only minimal or unspecific information; service level is not comprehensible or hardly usable. 0 points: No answer or a completely unusable answer.	5
TOTAL:			75

*Max. 2 pages; font: Verdana; font size 12;
paragraph: indents and spacing: 'After' spacing: 6pt; line spacing: Multiple; From 1.16

**Max. 1 page; Font: Verdana; Font size 12;
Paragraph: indents and spacing: 'After' spacing: 6pt; Line spacing: Multiple; From 1.16

***Max. 2 pages (plus CV if required); Font: Verdana; Font size 12;
Paragraph: indents and spacing: Spacing 'After': 6pt; Line spacing: Multiple; From 1.16