

COMPLEX TENDER ASSESSMENT METHODOLOGY

Having regard to a public procurement procedure with the following subject: Selection of an assignee for “**Delivery of a Unified System for Monitoring and Providing of the Teleassistance/Telecare Service**” pursuant to Council of Ministers Decree 118/2014 within the “Innovative Community Care Models in Favour of People with Chronic Diseases and Permanent Disabilities” Project No. BGLD- 1.001-0001, implemented with the support of the Financial Mechanism of the European Economic Area 2014-2021 under the “Local Development, Poverty Reduction and Improved Inclusion of Vulnerable Groups” Programme.

1. Stages of the commission’s work:

Stage I: Administrative verification:

1. Before starting the detailed examination of tenders, the commission shall complete Stage I – **administrative verification** – whether the full set of documents necessary for the tender has been submitted and whether it complies with the requirements in the tender documentation.
2. Applicants whose tenders do not meet the minimum requirements set out in the public call will be removed from participation in the procedure.
3. The commission shall list those tenders which have successfully passed Stage I of administrative verification in the protocol.
4. All tenders which conform to the conditions stated by the Assignor and are admitted to consideration shall be assessed at Stage II.

Stage II: Assessment of tenders according to the “Most Economically Advantageous Tender” Criterion.

The tender assessment criterion shall be the “most economically advantageous tender” in accordance with Article 14 (1), Item 2 of Council of Ministers Decree 118/2014.

The applicant to have offered the “most economically advantageous tender” in accordance with Article 14 (1), Item 2 of Council of Ministers Decree 118/2014 will be the Assignee.

Applicants whose tenders do not meet the minimum requirements set out in the Terms of Reference and the documentation for participation in the procedure shall be removed from participation in the procedure.

The ranking of the tenders admitted shall be on the basis of the **Complex Assessment (CO)** resulting from each tender, being the sum of the individual sub-components of the assessments according to pre-defined indicators.

For the purpose of this procedure, the type, number and relative weight of the indicators which will constitute the most economically advantageous tender depend on the subject, nature, volume and specificity of the present procedure. The Assignor has determined the maximum score possible and its relative weight for each predetermined indicator.

The maximum possible score for each indicator is the same for all indicators but the relative weights are different depending on their significance to the Assignor.

The maximum possible score for each indicator is 100.

The Complex Tender Assessment Methodology, part of the tender participation documentation, specifies the individual indicators and their exact respective relative weights in the complex assessment as follows:

Table 1.

Indicator (I) (name)	Relative weight	Maximum score possible	Symbol indication (score for the indicator)
1	2	3	4
1. Warranty support and Service - I ₁	30% (0,30)	100	S (WSS)
2. Technical Parameters – I ₂	20% (0,20)	100	S (TP)
3. Price offered – I ₃	50% (0,50)	100	S (PO)

Column No. 1 contains the indicators defined with their designations; Column No. 2 contains the relative weight of each indicator as a percentage of the complex assessment (up to 100 %); Column No. 3 contains the maximum possible score (equal for all indicators); column No. 4 shows the symbol of the score which a tender will receive for a specific indicator.

Guidelines for determining the assessment of each indicator:

Indicator 1 – “Warranty support and service”, with a maximum score – 100 points and a relative weight – 0,30.

The maximum score will be given to the tender(s) with the best terms offered as regards the warranty period and service. The total score for this indicator for each tender shall be calculated as the sum of the sub-scores shown in table for indicator I₁.

Table 2.

Warranty support and service terms	Parameter	Score
1	2	3
1. Warranty period of the Unified System for Monitoring and Providing of the Teleassistance/Telecare Service (from the date of signing the Final Acceptance Protocol)	37 to 48 months (including)	1 point (digital expression)
	49 to 60 months (including)	10 points (digital expression)
	60+ months	20 points (digital expression)
2. Response time during the warranty period (in case of an event that makes it difficult and/or impossible to keep up-to-date data in the database).	From 1 min. to 12 hours (including)	20 points (digital expression)
	Between 12 and 24 h (including)	10 points (digital expression)
	24+ hours	1 point (digital expression)
3. Response time during the warranty period (in the case of an event that makes it impossible for users to access and/or use the system).	From 1 min. to 6 hours (including)	20 points (digital expression)
	Between 6 and 12 hours (including)	10 points (digital expression)
	12+ hours	1 point (digital expression)
4. Response time during the warranty period (in case of an event which puts the information	From 1 min. to 6 hours (including)	20 points (digital expression)

infrastructure of the Assignor at risk).	Between 6 and 12 hours (including)	10 points (digital expression)
	12+ hours	1 point (digital expression)
5. Time to remedy the fault within the warranty period, including replacement of personal devices collecting vital parameters (sensors).	From 1 min. to 24 hours (including)	20 points (digital expression)
	Between 24 and 48 hours (including)	10 points (digital expression)
	48+ hours	1 point (digital expression)
Maximum possible points per indicator “Warranty support and service terms” – S (wss)		100 points

In Column No. 1, the Assignor shall specify the leading conditions for the assessment and shall determine the number of points for each condition accordingly. The sum of the points for the most optimal parameters indicated in Column No.2 must be equal to 100 points – Column No. 3.

The score under the first indicator of the nth applicant are obtained using the following formula:

$I_1 = S_{(wss)} \times 0,30$, where:

➤ “0.30” is the relative weight of the indicator.

The warranty period shall be in months, in whole numbers. The response time during the warranty period referred to in items 2, 3 and 4 of the “Warranty Support and Service Terms” Criterion and the Time to Remedy the Fault within the Warranty Period – item 5 of the “Warranty Support and Service Terms” Criterion shall be offered in minutes or hours and in whole numbers.

An applicant who has not offered the parameters in the specified units and in whole numbers shall be assigned 0 points for this indicator.

An applicant who has offered a Warranty Period of the Unified System for Monitoring and Providing of the Teleassistance/Telecare Service (from the date of signing the Final Acceptance Protocol), which is shorter than 36 months, shall be removed from participation in the procedure. An applicant who has offered a Warranty Period of the Unified System for Monitoring and Providing of the Teleassistance/Telecare Service (from the date of signing the Final Acceptance Protocol), which is 36 months, shall not be given any points.

Indicator 2 – “Technical Parameters” I₂, with a maximum score – 100 points and a relative weight – 0.20.

The maximum score will be given to the tender(s) with the best terms offered as regards the technical parameters. The score for each tender shall be calculated according to the formula set out below.

The indicator consists of the following sub-indicators: $S_{(TP)} = STP_{(1)} + STP_{(2)} + STP_{(3)}$, where:

STP₍₁₎ - Personal device battery capacity

The maximum score will be given to the tender with the highest personal device battery capacity – 40 points. The other participants' points shall be determined using the following formula:

$$STP_{(1)} = 40 \times \left[\frac{(A_{nI} / A_{maxI}) + (A_{nII} / A_{maxII})}{2} \right] \text{ where:}$$

This document has been created within the “Innovative Community Care Models in Favour of People with Chronic Diseases and Permanent Disabilities” Project No. BGLD-1.001-0001, implemented with the support of the Financial Mechanism of the European Economic Area 2014-2021 under the “Local Development, Poverty Reduction and Improved Inclusion of Vulnerable Groups”

- “40” means the maximum points for the sub-indicator;
- “ A_{maxI} ” is the largest Type-I personal device battery capacity offered;
- “ A_{nI} ” is the Type-I personal device battery capacity offered by the n^{th} applicant.
- “ A_{maxII} ” is the largest Type-II personal device battery capacity offered;
- “ A_{nII} ” is the Type-II personal device battery capacity offered by the n^{th} applicant.

The battery capacity shall be offered in mAh. An applicant who has not offered the battery capacity in mAh shall be assigned 0 points for this indicator.

STP₍₂₎- Battery charging time from 0 to 100% for the personal devices offered.

The maximum score will be given to the tender with the shortest battery charging time from 0 to 100% – 40 points. The other participants' points shall be determined using the following formula:

$$STP_{(2)} = 40 \times [[(B_{minI} / B_{nI}) + (B_{minII} / B_{nII})]/2], \text{ where:}$$

- “40” means the maximum points for the sub-indicator;
- “ B_{minI} ” is the shortest battery charging time of the Type-I personal devices offered;
- “ B_{nI} ” is the Type-I personal device battery charging time offered by the n^{th} applicant.
- “ B_{minII} ” is the shortest battery charging time of the Type-II personal devices offered;
- “ B_{nII} ” is the Type-II personal device battery charging time offered by the n^{th} applicant.

The battery charging time from 0 to 100% shall be offered in minutes. An applicant who has not offered the parameters above in minutes shall be assigned 0 points for this indicator.

STP₍₃₎ – Possibility for two-way communication between the call-center and the user via the Type-I personal device.

Applicants who have offered “two-way communication between the call-center and the user via the Type-I personal device” shall receive 20 points.

Applicants who have not offered “two-way communication between the call-center and the user via the Type-I personal device” shall be given 0 points.

Table 3.

Parameter assessed	Technical features proposed by the applicant	Score
Possibility for two-way communication between the call-center and the user via the Type-I personal device.	YES	20 points (digital expression)
	NO	0 points (digital expression)
Maximum possible score for the sub-indicator – STP₍₃₎		20 points (digital expression)

The score under the second indicator of the n^{th} applicant are obtained using the following formula:

$$S(TP) = [STP_{(1)} + STP_{(2)} + STP_{(3)}] \times 0.20, \text{ where:}$$

- "0,20" is the relative weight of the indicator.

Indicator 3 – “Price offered”, with a maximum number of points – 100 and a relative weight in the complex assessment – 0,50.

The maximum score will be given to the tender with the lowest price – 100 points. The other applicants' points shall be determined as a ratio of the lowest price offered in accordance with the following formula:

$$S_{(P)} = 100 \times \frac{C_{\min}}{C_n}, \text{ where:}$$

- “100” means the maximum points for the indicator;
- “C_{min}” is the lowest price quoted;
- “C_n” is the price of an nth participant.

The score under the third indicator of the nth applicant is obtained using the following formula:

$I_3 = S_{(P)} \times 0,50$, where:

- “0,50” is the relative weight of the indicator.

The complex assessment (CA) of each participant shall be obtained as the sum of the score under the three indicators calculated according to the following formula:

$$CA = I_1 + I_2 + I_3$$

The tender with the highest complex assessment shall be ranked first.

When calculating the score, all numbers shall be rounded to the nearest hundredth (2 decimal places).