GIZ Office INQ. 99.9245.4-001.00

Evaluation Criteria - Technical

Hiring of Internet Lease Line Services

Submission of Documents

Firms must provide the documentary evidence in support of below criteria where relevant. All the documents must be self-attested with company stamp on each document(s).

The below stated documents are mandatory !!

S.No	Description	Submission of Documents- YES / NO
1	*Experience and evidence of technical capability*	
1.1	Number of active clients handled in past 10 years in Delhi/NCR including international organisation, NGO, Embassies etc	
1.2	References from atleast 3 major clients (preferably international organisation/ UN Agencies)currently being serviced with name and E-Mail ID of the Head of the IT services.	
1.3	Delivery Plan: Total Time frame for installation (No. of days) / Upgradation of bandwidth services (No. of hrs.)	
1.4	Problem Reolving: Time taken for resolving of problems (issues Fibre Cut - Restoration,) (Number of hrs)	
1.5	Working Hours: What are the working hours for Support Team (Service Engineers)	
	Signature and seal	

Please provide documentary evidence in support of above criteria where relevant. All the documents must be self-attested with company stamp on each document(s)