

# Technical Assessment Grid of Offers - Call Center Tender

Section	OE 2600	Project Short Title	Promotion of Technical and Vocational Education and Training - Call Center Service	Date	11.11.2019
Assessor				PN	2017.2014.3-001.00
Version	Individual assessment/Overall assessment			VN	83342302

(1) Criteria		(2) Weighting in %	(3) points (max.10)	(4) assessment (2)x(3)	(3) points (max.10)	(4) assessment (2)x(3)	(3) points (max.10)	(4) assessment (2)x(3)	(3) points (max.10)	(4) assessment (2)x(3)	(3) points (max.10)	(4) assessment (2)x(3)
<b>1. Appropriateness of suggested concept and work plan</b>												
1.1	Technical diagram (proposed workflows for inbound and outbound calls)	30										
<b>Total 1</b>		<b>30</b>										
<b>2 Institutional capacity and qualification of proposed staff</b>												
2.1	General qualification											
	Years of experience of the call center company	20										
	Complexity of three biggest contracts during past 2 years	20										
2.2	Specific qualification											
	Quality of the offered short code	10										
	Quality of the offered call center agents	20										
<b>Total 2</b>		<b>70</b>										
<b>Grand Total</b>		<b>100</b>										
Assessment in % place												
<b>5. Special advantages / risks (see extra page)</b>												
place												

I hereby declare that I conducted this evaluation independently and to the best of my knowledge and belief. I will treat the information confidentially and not pass on any particulars of the on-going evaluation procedure.

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Date, signature