



ANNEX C**Evaluation criteria and specific instructions**

1. OVERVIEW

The Court will evaluate Proposers to assess best value for money consistent with the Court's purchasing policies and will take into account the Evaluation Criteria and the overall risk to the Court of engaging the Proposer to perform the Services.

The Court may make independent enquiries about any matters that may be relevant to the evaluation of a Proposal.

2. FORMAL REQUIREMENTS

All the formal requirements listed in the weighting table for bid evaluation must be satisfied.

3. EVALUATION CRITERIA

The Court will determine which Proposals represent best value for money through the application of the following evaluation criteria:

- the extent to which the Proposal complies with and demonstrates an understanding of the requirements;
- the extent to which the Proposal demonstrates that the Proposer has the technical capability, experience, capacity and resources to provide the Services in a timely manner;
- risks;
- cost; and
- demonstrated previous performance of Proposer in providing services similar to the Services including comments from the Proposer's referees.

The evaluation criteria are not specified in any order of importance and may or may not be weighed. If any additional criteria are intended to be applied in evaluating proposals, the Court will notify Proposers who will be given an opportunity to respond.

The Court may exclude a proposal from consideration if, in the Court's opinion, the proposal is incomplete or clearly not competitive. However, the Court may consider those proposals and seek clarification.

4. EVALUATION PROCESS

Step 1 –Receipt and Registration

The Court will register Proposals following the Proposal Closing Date and Time. Proposals lodged otherwise than in accordance with this RFP will not be considered.

Step 2 - Screening

Proposals will be screened to identify those which:

- have failed to comply with formal requirements;
- have failed to comply with conditions of participation listed in the RFP;
- have failed to comply with any essential requirements listed in the RFP;
- contain unintentional errors of form or
- which are otherwise non-compliant with this RFP.

The Court may at any stage during the evaluation process reach the view that Proposals or Proposers fall within the categories listed in paragraphs above.

Step 3 –Technical Evaluation

The Court will conduct a technical evaluation of Proposals through application of the evaluation criteria (technical evaluation criteria) set out in paragraph below.

Clarification of Proposals may be sought from Proposers and investigations of proposers may be undertaken.

The Court may also conduct reference checks.

Evaluation table

Formal requirements:	Yes	No
The bidder agrees to the ICJ's contractual terms and conditions.	Accepted	Rejected
Annex A is duly completed and signed and has been received by the ICJ.	Accepted	Rejected
The bidder agrees to the ICJ's payment terms.	Accepted	Rejected
The ICJ has received the bid (technical proposal and financial proposal) in two separate emails/envelopes.	Accepted	Rejected
The bid was received before the date and time of closing.	Accepted	Rejected
The bid is valid for a period of 180 days.	Accepted	Rejected
The bidder is registered on UNGM.	Accepted	Rejected
The bid is drafted in English or French.	Accepted	Rejected
The bid is duly electronically or PDF signed.	Accepted	Rejected

Technical evaluation: 70%

Technical Evaluation	Maximum Points
1. Experience delivering similar services a) A minimum of 10 years of experience providing audio-visual services (6) b) Proven experience providing audio-visual services in a courtroom or high-level conference setting, to other (inter-)national (judicial) organizations, or UN entities (5) c) Official certifications for the provision of AV services and quality thereof (e.g. ISO standards) (5)	16
2. Proposed methodology, personnel, equipment a) Proposed responsibilities per staff member to complete the envisaged tasks, ranging from the instalment and testing of equipment to delivery of the products detailed in the scope of work (2) b) Detailed list of the proposed technical project personnel that will be assigned for the execution of the contract, including the CVs and profiles (2) c) Demonstrated technical methodology for hybrid hearings (including platform management, interpretation routing, fallback, test procedures, staffing model and incident response) (2)	6
3. Quality of the proposed maintenance model a) Proposed handling of preventive testing for big events or conference settings comparable to the ICJ's sessions and events (2) b) Examples of proposed reporting templates (2) c) Detailed spare equipment strategy (4) d) Detailed escalation path in case of unresolved issues (2) e) Proposed handling of lifecycle advice for AV equipment within the existing	14
4) Responsiveness and crisis management a) Proposed response capability (e.g. for late requests (<2h) for a hybrid hearing setup) (2) b) Local availability of trained personnel (2) c) Proposed escalation model to respond to emergencies and manage crises during live sessions and events (including proposed reaction times), e.g. encoder failure, or interpreter audio channel loss mid-session etc. (4) d) Proposed methodology to ensure continuity of service during high-profile	10

5. Standards for file storage, editing and transfer a) Quality of the proposed archive architecture (files storage server and cloud storage) (3) b) Proven experience with backup servers and processes for disaster recovery (3) c) Ability to edit and render AV files in different formats and resolutions for different media upon request (3) d) Existence of file transfer/exit plan upon contract termination (3)	12
6. Overall response: a) Provision of audited financial reports for the past 3 years (4) b) Summary of contract values for the past 3 years (3) c) Understanding of scope, objective and completeness of response (3) d) Overall alignment between ICJ requirements and the proposal, including the bidder's demonstrated financial capability to execute the contract, including agreement with the cancellation policy as detailed in Annex B (2)	12
Total:	70

Step 4 – Pricing

Financial Evaluation: 30%

The financial evaluation will be based on a comprehensive assessment of the total cost. Bidders must quote their prices using the standardized pricing matrix detailed below.:

1. Sessions & events

Service Category	1 Day (One-off)	2 to 4 Days	5 Days or More
ALL-IN man-hours (at least 3 operators during session or event, including prep time, testing, clean-up time and setup/dismantling)	Price/half day Price/day	Price/half day Price/day	Price/half day Price/day
Rental of 2 encoders (compatible with SRT streaming protocol)	Price	Price/day	Price/day

Rental of a 65-inch screen (including stand, converters, distributors, and other accessories)	Price	Price/day	Price/day
Rental of a video monitor 9 to 10" HD/SDI (16:9) (including accessories)	Price	Price/day	Price/day
Rental of a mobile interpretation booth (including transportation, setup/dismantling, desk lights, cables and other needed accessories)	Price	Price/day	Price/day
Rental of a set of 30 IR receivers and headsets (including modulator, radiator, cables etc.)	Price	Price/day	Price/day
Rental of 1 laptop	Price	Price/day	Price/day
Amplifier for a conference room of 50 people	Price	Price/day	Price/day
Loudspeaker, including stand, cables and other accessories for a conference room of 50 people	Price	Price/day	Price/day
Rental of audio mixer	Price	Price/day	Price/day
AV patch of 8 outputs combining PAL (HD and SD) and NTSC (SD)	Price	Price/day	Price/day
Rental of 2x 80-inch screens to project online meetings	Price	Price/day	Price/day
Rental of 2x cameras mounted on the screens to film the Judges' bench and/or speakers	Price	Price/day	Price/day

Set of 24 AA 1,5V Batteries	Price/set of 24
Transportation cost to and from the Peace Palace during working days	Rate per round trip

2. Ad Hoc Services & Rates (Fixed/Hourly Rates)

Service Category	Pricing Unit	Quoted Rate
Yearly Maintenance	Single fixed price (Annual)	Price
Repairs	Hourly rate	Price/hour
Technical and purchasing advice	Hourly rate	Price/hour
Audio, video teleconferencing and live slide support/All-round technician (1 operator for simple meeting)	Hourly rate	Price/hour
Production of short videos for social media, including filming and 20 hours of editing)	Hourly rate	Price/hour
Filming of a video statement of maximum of 10mn including the rental of a professional video camera, filming lights, autocue and other accessories	Hourly Rate	Price/hour
Video editing	Hourly Rate	Price/hour
Overtime/urgent response rates (including weekends and public holidays)	Hourly Rate	Price/hour

Transportation cost to and from the Peace Palace during weekends and official holidays	Rate per round trip	Price/round trip
Other costs (to be specified)		

Step 5 –Value for Money

Value for money is a comprehensive assessment that takes into account both cost represented by the assessment of price and value represented by the technical assessment and an assessment of risk in the context of the risk profile presented by the Proposer.

The Court will determine best value for money by a consideration of the technical worth assessment, the price and the Court's assessment of:

- the technical evaluation criterion
- evaluation criteria
- compliance generally with this RFP and
- any risks identified in the evaluation process.

The preferred Proposer(s) that the Court determines represent(s) or is likely to represent the best value for money may be invited to enter into negotiations for a Services Contract with the Court.

Without limiting its rights in this RFP or otherwise, the Court may decide not to commence, or cease, negotiations with any Proposer at any time if it determines it is not in the public interest to proceed.

4. CLARIFICATION, SHORT LISTING AND NEGOTIATIONS

The Court may:

- use any relevant information obtained in relation to a Proposal (through this RFP or by independent inquiry) in the evaluation of Proposals;
- enter into negotiations or discussions with one or more Proposers; and
- seek clarification or additional information from any Proposer.

The Court may shortlist Proposers at any time during the evaluation process. If it does so, short listed Proposers may be invited to provide further information on their Proposal to the Court.

5. BEST OFFER

Proposers are encouraged to submit their best and unconditional offers in the first instance.

6. COMPULSORY SITE VISIT

A compulsory site visit is forecasted to take place on 23 September 2026 at 10:30 AM (CEST) at the International Court of Justice. All potential suppliers having filled their Annex A will be invited.

7. SECURITY, PROBITY AND FINANCIAL CHECKS

The Court may perform such security, probity and financial investigations and procedures as the Court may determine are necessary in relation to any Proposer, its employees, officers, partners, associates, subcontractors or related entities including consortium members and their officers, employees and subcontractors.

A Proposal may be rejected by the Court if the Proposer does not provide, at its cost, all reasonable assistance to the Court in this regard.

Evaluation criteria and special instructions:

A) Vendors are hereby instructed that their proposals, if formal requirements have been met, will be evaluated and weighed according to the following criteria:

1. Technical Proposal weighed at 70%
 - 1.1. Understanding of the requirements
 - 1.2. Scored points (see attached table)
2. Financial Proposal: weighed at 30%
 - 2.1. Total price

B Proposal format:

Vendors must send their proposal in two (2) separate emails or envelopes to the following:

- By email address: s.kablan@icj-cij.org

Or

- By post: International Court of Justice

Peace Palace

Carnegieplein 2

2517 KJ The Hague

The Netherlands

to the attention of Sabrina Kablan. Both correspondences should be clearly labelled as follows:

- 1) TECHNICAL PROPOSAL - **RFP-2026/01**
- 2) FINANCIAL PROPOSAL - **RFP-2026/01**

Where the:

- ▶ Technical proposal details all aspects considered valuable in the evaluation of the offer, including a cover letter providing at the minimum, full company address details and the name, title and contact details of the representative to be contacted regarding the proposal; signature and date.
- ▶ Financial proposal includes at a minimum, all rates and other charges; a detailed statement of cost/charges associated with the provision of the requirements under this RFP, signature and date.

Should you encounter problems with sending your email, please contact procurement@icj-cij.org

