

**RFP-2026/02****Procurement
Unit****September 2026**

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
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Technical evaluation: 70%

Technical Evaluation	Maximum Points
1. Experience delivering similar services a) A minimum of 10 years of experience providing web design and development services (3) b) Proven experience providing web design and development services to other (inter-)national (judicial) organizations, or UN entities (3) c) A minimum of three references, supported by samples either in live or production environment, of web design and development services, ideally to other (inter-)national (judicial) organizations, or UN entities (3) d) Official certifications for the provision of web design and development services and quality thereof (e.g. ISO standards) (3)	12
2. Proposed methodology, personnel, equipment a) Proposed responsibilities per staff member to complete the envisaged tasks, ranging from the organization of strategic workshops, designing and developing websites to delivering training, as detailed in the scope of work (4) b) Detailed list of the proposed project personnel that will be assigned for the execution of the contract, including the CVs and profiles (4) c) Demonstrated technical methodology for launching new or revamped websites, including proposing and developing qualitative user experience (UX) methods (e.g. survey tools, screen recording, user testing) and gap analyses, proposing website wireframes and blueprints, hosting testing and production environments, and migrating and launching website in a production environment) (4)	12
3. Commitment to troubleshoot and debug potential technical issues 3 months after contract conclusion, and quality of the proposed troubleshoot/debugging model a) Commitment and availability for debugging and troubleshooting three months after end of contract (June-August 2027) (10) b) Examples of proposed debugging and troubleshooting methods and tools remotely (4)	14

4. Responsiveness and crisis management a) Proposed response capability (e.g. for urgent requests (<2h), and for normal requests within 24 hours) (2) b) Availability of trained personnel during crises (2) c) Proposed escalation model to respond to emergencies and manage crises during urgent change requests, design defects or major problems (including proposed reaction times) (4) d) Proposed methodology to ensure continuity of service during major technical difficulties (2)	10
5. Adherence to the technical requirements of the project a) Previous web design and development experience compatible with Drupal 10, the CMS and backend of the public ICJ website (2) b) Previous experience launching, redesigning or developing multilingual websites (2) c) Proven experience with modern technologies and conceiving/delivering products for different operating systems/devices (2) d) Demonstrated ability to comply with the international and UN standards on accessibility (accessible via screen readers, colour blind friendly colour schemes, etc., and WCAG standards) (2) e) Previous experience with adapting web performance in low-bandwidth locations (2)	10
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. While cost is a significant criterion, proposals will not be evaluated on price alone. An estimated maximum budget of USD 60,000 is allocated for this requirement; this figure is provided for information purposes only and does not constitute a binding financial commitment by the ICJ.

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.

6 - 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.

7 - BEST OFFER

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

8 - 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 table above)
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-2026/02**
- 2) FINANCIAL PROPOSAL - **RFP-2026/02**

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