

## **Annex 4 – Evaluation Criteria and Scoring System for Recruitment Agencies**

### **1. Experience and Expertise (35%)**

This section should focus on the depth and breadth of the agency's experience in the international recruitment market, specifically with a focus on Germany.

- **Track Record in International Recruitment (10%)**
  - **0-2 points:** No international experience, or limited experience.
  - **3-6 points:** Some international experience, but mostly in countries other than Germany or with a low number of placements.
  - **7-10 points:** Strong international recruitment experience, especially in Germany, with a proven track record across multiple countries and a high volume of placements.
- **Industry-Specific Expertise (8%)**
  - **0-2 points:** Limited or no experience in the specific industries or occupations relevant to the recruitment needs.
  - **3-5 points:** Some relevant experience with a few successful placements in the specified industries.
  - **6-8 points:** Extensive experience with multiple successful placements in the specific industries and occupations.
- **Knowledge of Germany's Immigration and Labor Laws (7%)**
  - **0-2 points:** No clear understanding or experience with German labor laws or immigration processes.
  - **3-5 points:** Some understanding, but no strong evidence of partnerships with German companies or agencies.
  - **6-7 points:** In-depth knowledge with evidence of partnerships and successful placements within Germany, demonstrating familiarity with German labor and immigration laws.
- **List of Top 3 Clients (5%)**
  - **0-1 point:** No major clients or lack of transparency in client list.
  - **2-4 points:** At least one notable client in a relevant industry.

- **5 points:** Clear and compelling list of top 3 clients that are reputable and relevant to the recruitment process.
  - **Policies on Complaint Resolution Mechanism (5%)**
    - **0-1 point:** No clear policy or inadequate complaint resolution procedures.
    - **2-3 points:** Some complaint resolution mechanisms in place, but lacking clarity or consistency.
    - **4-5 points:** Well-documented, efficient complaint resolution system that aligns with best practices in recruitment.
- 2. Cost of Services (40%)**

This section evaluates the transparency, competitiveness, and fairness of the agency's pricing structure.

- **Cost Breakdown of Recruitment Fees and Other Relevant Costs (25%)**
  - **0-5 points:** No breakdown provided, or fees appear unreasonably high with no justification.
  - **6-15 points:** Detailed breakdown of recruitment costs, with reasonable and clear fees for services like medical exams and other additional costs.
  - **16-25 points:** Comprehensive, competitive, and transparent cost structure, including itemized details for all relevant costs (recruitment fees, medical exams, visa processing, etc.).
- **Sample Contract or Fee Schedule (15%)**
  - **0-3 points:** No sample contract or unclear contract structure.
  - **4-9 points:** A contract is provided, but it lacks clarity on specific terms and costs.
  - **10-15 points:** Clear, detailed sample contract or fee schedule that aligns with the stated costs and terms.

**3. Operational Capacity (10%)**

This section assesses the agency's infrastructure, human resources, and recruitment processes.

- **Organizational Chart of Agency's Structure (3%)**

- **0-1 point:** No organizational chart provided.
  - **2 points:** Organizational chart provided but lacking detail or clarity in roles.
  - **3 points:** Comprehensive organizational chart, with clear roles and responsibilities.
- **Number of Staff / Recruitment Officers (2%)**
    - **0-1 point:** Insufficient staff or unclear number of recruitment officers.
    - **2 points:** Adequate number of staff, with clear allocation to specific recruitment functions.
- **Recruitment Process and Timeline (3%)**
    - **0-1 point:** No clear recruitment process or unrealistic timelines.
    - **2 points:** A basic process is outlined, with timelines that appear manageable.
    - **3 points:** Detailed recruitment process from sourcing to placement, with realistic and well-defined timelines.
- **Description of Post-Placement Services (2%)**
    - **0-1 point:** No post-placement services offered.
    - **2 points:** Clear post-placement services (e.g., onboarding support, follow-up, etc.) offered and described.

#### **4. Financial Stability (15%)**

This section evaluates the financial health of the agency.

- **Financial Statement for the Last 3 Years (15%)**
  - **0-5 points:** No financial statement or financial instability.
  - **6-10 points:** Financial statement provided, but some concerns about financial health.
  - **11-15 points:** Clear, transparent financial statements from the last three years, demonstrating stability and a solid financial track record.