# DIN EN 17371-1:2021-06 (E)

## Provision of services - Part 1: Service procurement - Guidance for the assessment of the capacity of service providers and evaluation of service proposals

## Contents

Page


European foreword ..... 4

Introduction ..... 5

1 Scope ..... 7

2 Normative references ..... 7

3 Terms and definitions ..... 7

4 Service procurement process ..... 8
4.1 General ..... 8
4.2 Drafting of the technical specification ..... 8
4.3 Methodology for gathering information ..... 9
4.4 Selection of service providers ..... 10
4.4.1 Organization of tendering procedure for public procurement ..... 10
4.4.2 Organization of procurement process for private sector ..... 10
4.4.3 Evaluation of proposals and award of the contract ..... 11

5 Criteria for assessing a service provider's capacities ..... 11
5.1 General ..... 11
5.2 Legal capacity criteria ..... 12
5.2.1 Purpose ..... 12
5.2.2 Evidence ..... 12
5.3 Economic and financial capacity criteria ..... 13
5.3.1 Purpose ..... 13
5.3.2 Evidence ..... 13
5.4 Human resources criteria ..... 13
5.4.1 Purpose ..... 13
5.4.2 Evidence ..... 14
5.5 Materials, equipment and infrastructure criteria ..... 14
5.5.1 Purpose ..... 14
5.5.2 Evidence ..... 15
5.6 Reference-related criteria ..... 15
5.6.1 Purpose ..... 15
5.6.2 Evidence ..... 15
5.7 Credential related criteria ..... 15

6 Criteria for evaluating a service proposal ..... 16
6.1 General ..... 16
6.2 Best value ..... 16
6.3 Selection of criteria: principles ..... 16
6.3.1 Selection and weighting of criteria ..... 16
6.3.2 Scoring of the proposals ..... 16
6.4 Technical content ..... 17
6.4.1 Purpose ..... 17
6.4.2 Evidence ..... 17
6.5 Financial proposals ..... 18
6.5.1 General ..... 18
6.5.2 Evidence ..... 18
6.5.3 Abnormally low proposals ..... 19

6.6 Other performance criteria ..... 19
6.6.1 Public procurement ..... 19
6.6.2 Private procurement ..... 20

Annex A(informative) Sourcing Process ..... 21

Annex B(informative) Evaluation of Service Proposal ..... 23

B.1 General ..... 23
B.2 Purpose ..... 23
B.3 Ranking of tenders: different scenarios ..... 23
B.4 Method of rating the financial criterion ..... 24
B.4.1 General ..... 24
B.4.2 Rating of the financial criterion according to the proportional model ..... 24
B.4.3 Rating of the financial criterion according to the linear model ..... 25
B.5 How to weight criteria ..... 25
B.5.1 General ..... 25
B.5.2 Case 1 ..... 25
B.5.3 Case 2 ..... 26

Annex C(informative) Sustainability and Accessibility Criteria ..... 27

Annex D(informative) A-deviations ..... 29

Bibliography ..... 32