

Annex 3 Selection and Award criteria

1. Selection Criteria

As part of their Proposal, Candidates are requested to address each item/question below and supply the requested evidence in the correspondingly named and numbered way.

The selection criteria apply to the Candidate as a whole, i.e. a consolidated assessment of the combined capacities of all involved entities will be carried out.

Please note that for the purpose of the evaluation of the Proposals, the ESM will assess the responses provided to the items set out below in this Section 2.

1) Economic and financial standing

Candidates must comply with the following selection criteria in order to prove that they have the necessary economic and financial capacity to perform the Contract.

Item Number	Selection Criteria	Requirements	Evidence
1.	The Candidate must prove sufficient past revenue.	The Candidate must have an annual revenue in excess of EUR 1,250,000 in each of its last two (2) most recent completed fiscal years for the provision of similar services as set out in Annex 1 to this RFP.	<ul style="list-style-type: none"> The revenue (in euros or relevant currency) for each of the last two most recent completed fiscal years, A signed self-attestation from the Candidate that the selection criteria is met.

2) Technical or professional ability

Candidates must comply with the following selection criteria in order to prove that they have the necessary technical or professional ability to perform the Contract.

Item Number	Selection Criteria	Requirements	Evidence
1.	The Candidate must prove relevant experience.	Confirm the Candidate has the ability and capacity to deliver, without exception, the Services sought by the ESM as set out in Annex 1 to this RFP.	<ul style="list-style-type: none"> • A signed self-attestation from the Candidate that the selection criteria is met. • As evidence, at least two projects/contracts (over the past three calendar years) for provision of similar services as described in Annex 1 to this RFP. The projects/contracts examples should include: <ul style="list-style-type: none"> i) a summary description of the services provided for each example, including size, scope and complexity, use of sub-contractors, if relevant and, ii) client names or client industry (if for confidentiality reasons client names may not be provided). <p>At least one of the examples must be for provision of services with duration of at least 1 year.</p>
2.	The Candidate must prove relevant experience and qualified resources.	Confirm and provide evidence that the Candidate has sufficient resources possessing the required skills, experience and qualifications, infrastructure, and other necessary resources in place, readily available, and operational as of the publication date of this RFP, to provide all the necessary services sought by the ESM as set out in Annex 1 to this RFP.	<ul style="list-style-type: none"> • A signed self-attestation from the Candidate that the selection criteria is met. • As evidence: <ul style="list-style-type: none"> I. a short description of the company profile and services that can be offered, II. the average annual labour force over the past three years, III. number of staff in similar roles as requested in the Annex 1 to this RFP (in particular, caretaker, site supervisor and technical personnel as defined in points 4.2 and 4.3 of Annex 1 to this RFP).

3) Authorisation and suitability to carry out the relevant professional activity

Candidates must comply with the following selection criteria in order to prove that they have the necessary authorisation and suitability to perform the Contract.

Item Number	Selection Criteria	Evidence
1.	Confirm and provide evidence that the Candidate has an authorisation to perform the services described in Annex 1 under national law applicable to the Candidate	<ul style="list-style-type: none"> • A signed self-attestation from the Candidate that the selection criteria is met. • Copy of a proof of enrolment in a relevant trade or professional register, • Proof of authorisation that the Candidate is authorised to perform the contract in Luxembourg
2.	Confirm the Candidate has general liability insurance valid in Luxembourg covering the risks linked to the operation of the Services.	<ul style="list-style-type: none"> • A signed self-attestation from the Candidate that the selection criteria is met. • Copy of the insurance certificate including term of validity and amount covered.

2. Award Criteria

In their technical responses, Candidates should refer to the quality award criteria and instruction numbers before providing their answers.

The Candidates' technical response should then be sent to the ESM as a separate PDF attachment along with the other documents requested (see Section 5 'Structure of the Proposal').

In responding to the Award Criteria, Candidates should explain clearly how they can fulfil ESM's requirements and whether they can even add some value. Both the written proposal and the presentation will be used to score the technical award criteria.

• Technical Award Criteria

Quality	60%
1. Key personnel and team organisation	25%
<p>1) Provide a clear explanation about the team proposed (who does what and back-up plan in case of absences; how the team will be coordinated to ensure delivery of the required services).</p> <p>2) Provide a short description of the experience and qualifications of the Account Manager, as well as an example of a profile for each Key Personnel and their back-ups, in line with the requirements set in points 5.3 and 5.4 of the Terms of Reference.</p> <p>3) Describe the management of sub-contractors, and how the quality of their service delivery will be ensured. Describe how the right technical skills will be ensured for the provision of the required services. Please ensure to list your subcontractors and get them to sign the subcontractor commitment letter included in the Annex 2 Section 3 (refer to section 4.8 of the RFP Involvement of/Reliance on Third Parties).</p> <p>4) Detail internal (within the team) and external (with the ESM) communication aspects. Describe how the Candidate ensures optimal performance within their team, how they are handling team conflict resolution without impacting the quality of the service delivery.</p> <p>5) Provide an indicative start-up plan defining all the actions required for the successful take-over of the services in line with the requirements set in point 4 of the Terms of Reference.</p> <p>6) Describe potential risks and the way you intend to manage these risks during the start-up phase and during the implementation of the Contract taking into account the requirements set in the Terms of Reference.</p> <p>Regarding points 5 & 6, if the incumbent provider bids, it should answer these points with suggested improvements to implement at contract transition.</p>	
2. Work approach/methodology proposed to ensure high quality of the service	30%
<p>1) Describe the methodology proposed for managing on-going services as defined in point 2.1 of the Terms of Reference. <u>Please detail your response per each type of service required, specifically:</u></p> <p>a. Caretaker Services: confirm whether the required services can be provided for the required minimum of 40 hours per week. Alternatively, indicate the number of hours per week that you consider adequate to provide the required services.</p>	

<ul style="list-style-type: none"> b. Site Supervisor Services: confirm whether the required services can be provided for the required minimum of 10 hours per week. Alternatively, indicate the number of hours per week that you consider adequate to provide the required services. c. Building Maintenance Services d. Specialised Reactive Works and Repairs e. Out of Hours Services <p>2) Describe the methodology proposed for managing on-demand services as defined in point 2.2 of the Terms of Reference. <u>Please detail your response per each type of service required, specifically:</u></p> <ul style="list-style-type: none"> a. methodology for managing simple and complex technical projects b. Partition wall systems: indicate the brand(s) of partition wall systems you could purchase, the minimum and maximum delivery time, warranty periods; explain the process of delivering, installing, removing and maintaining/repairing different type of partition wall systems for the ESM premises; elaborate how the partition wall systems will be kept on stock having in mind the limited storage space at the ESM premises. <p>3) Describe your approach to ensure adequate levels of consumables, materials and spare parts for the Building Technical Services, Caretaker services and the Specialised Reactive works and repairs. Provide a list of all possible consumables, materials and spare parts that will be part of the lump sums defined in section 3.3.3 of the RfP and based on the Asset List.</p> <p>4) Describe your approach of how to ensure a business continuity in case of unexpected events.</p> <p>5) Describe your warranty policy for any new equipment installed or operation performed.</p> <p>6) Describe the measures proposed to ensure the high level of quality in the delivery of services. In particular, the proposal should consider the following aspects:</p> <ul style="list-style-type: none"> - Reporting - Performance monitoring, incl. KPIs compliance as per the ESM requirements - Internal quality management system and KPIs applied at the Candidate’s company - Regular trainings and their type for the various personnel categories <p>a. Explain any innovation practices, tools, equipment, digitalisation of processes that you can offer in the delivery of the required services.</p>	
<p>3. Environmental practices</p>	<p>5%</p>
<p>1) Explain the policies or practices your company is undertaking regarding environmental, social and governance aspects. Such aspects may include, but are not limited to:</p> <ul style="list-style-type: none"> - obtaining best practice certifications; - voluntary disclosures and reporting; - applying more economically and/or environmentally efficient services solutions; - using electronic means of communication, and reducing paper and energy consumption; 	

<ul style="list-style-type: none">- ensuring the required number of working hours and lunch breaks in accordance with the applicable national regulations;- ensuring safety and health of your staff;- practices related to use of chemicals, hazardous substances, waste management and disposal; <p>any other activity aimed at ensuring the welfare, loyalty and motivation of your staff as well as low staff turnover.</p>	
---	--

- **Commercial Award Criteria**

Candidates are required to populate Annex 4 Commercial response

The Candidates' commercial response should then be sent to the ESM as a separate PDF attachment along with the other documents requested (see Section 5 'Structure of the Proposal').