



## 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 No	Selection Criteria	Requirements	Requested Evidence
1	The Candidate must prove sufficient past revenue.	The Candidate must have an annual, global revenue in excess of EUR 1.200.000 in each of its last three (3) most recent completed fiscal years for the provision of similar services.	A signed self-attestation from the Candidate that the selection criteria is met.

	The Candidate (i.e. the Leader in case of a Consortium) must have a current Dun & Bradstreet risk indicator of 1 or 2 (“D&B Requirement”).	The ESM will request a report for the Candidate from Dun & Bradstreet. The ESM will cover the cost of the report produced by Dun & Bradstreet.	No evidence is requested from the Candidate.
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## 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 No	Selection Criteria	Requirements	Requested Evidence
1	The Candidate must prove relevant experience in the field of services necessary for the performance of this contract.	<p>At least 3 years of relevant experience in the provision of services similar to the services set out in Annex 1 to this RfP</p> <p>At least two projects for the provision of services similar to those set out in Annex 1 to this RfP.</p>	<ul style="list-style-type: none"> <li>• A signed self-attestation from the Candidate that the selection criteria is met.</li> <li>• As evidence, <b>at least two projects/contracts</b> (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"> <li>i) a <b>summary description</b> of the services provided for each example, including size, scope and complexity, use of sub-contractors, if relevant and,</li> <li>ii) <b>client names or client industry</b> (if for confidentiality reasons client names may not be provided).</li> <li>iii) At least one of the examples must be for provision of services with <b>duration of at least 1 year</b>.</li> </ul> </li> <li>• A short description of the company profile and services that can be offered,</li> <li>• the average annual labour force over the past three years, and turnover rate.</li> </ul>
2	The Candidate must be able to provide a team of qualified experts in	A team of at least 4 experts in the field of expertise necessary for performance of services, as explained in ToR of the Contract.	<ul style="list-style-type: none"> <li>• A signed self-attestation from the Candidate that the selection criteria is met.</li> </ul>

	accordance with the terms of reference requirements.	A team of at least 2 experts in each field of expertise necessary for performance of Optional services, as explained in ToR of the Contract.	
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### 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 No	Selection Criteria	Requested Evidence
1	The Candidate must prove that they have legal capacity to perform the Contract and the regulatory capacity to pursue the professional activity necessary to carry out the services subject to this procurement process.	<ul style="list-style-type: none"> <li>• Copy of the insurance certificate including term of validity and amount covered.</li> <li>• Evidence that the candidate is registered in a relevant professional or trade register.</li> <li>• Proof of authorisation that the Candidate is authorised to perform the contract in Luxembourg.</li> </ul>
2	The Candidate must have in place a quality assurance plan or Certificates (e.g. ISO 9001).	<ul style="list-style-type: none"> <li>• Copy of the existing company quality assurance plan or certificates or equivalent in accordance with the international management system standards and best practices.</li> </ul>



## 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.

<b>Quality</b>	<b>60%</b>
<b>Criteria 1 – Key personnel and team organisation</b>	<b>30%</b>
<ol style="list-style-type: none"><li>1) Provide an overview of the proposed dedicated team (specific assignment (who does what), and back-up plan in case of absences; how the team will be coordinated to ensure delivery of the required services).</li><li>2) Provide CVs for each proposed Key Personnel and their back-ups in line with the requirements set in points 5.2 and 5.3 of the Terms of Reference including a short description of the experience and qualifications.</li><li>3) Provide an explanation about internal (within the team, both on-site as well with the headquarters) 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.</li><li>4) Describe potential risks in providing the Services and the way you intend to manage these risks (risk management plan) during the start-up and implementation of the Contract taking into account the requirements set in the Terms of Reference.</li><li>5) Describe the management of Candidate's subcontractors, if relevant, and how the quality of their service delivery will be ensured.</li><li>6) Provide an indicative start-up plan defining all the actions required for the successful take-over of the services and in line with the requirements set in section 5 of the Terms of Reference.</li></ol>	

Criteria 2 – Work approach/methodology proposed to ensure high quality of the service	20%
<p>1) Describe the methodology proposed for managing on-going Services as defined in point 2.1 of the Terms of Reference. Please detail your response per each type of Service required. Describe your approach of how to ensure a business continuity or disaster recovery in case of unexpected events.). Please detail your response for the following services especially by these criteria:</p> <ul style="list-style-type: none"> <li>- Ticket management: Explain how you ensure high satisfaction levels among customers. Include your communication strategies for resolving complaints or issues, focusing on clear, timely, and effective interactions. Provide illustrative examples. Explain how customer feedback is collected, analysed, and integrated into improvement processes. Outline how you provide accessibility through multiple communication channels, such as phone, email, and online portals, while maintaining consistent service quality.</li> <li>- Third-party provider coordination: Describe your methodology for coordinating and integrating multiple FM services, including technical, and infrastructural FM, to ensure seamless operations. Explain how you manage interfaces between service providers and internal departments, focusing on communication, collaboration, and issue resolution. Explain your approach in managing the relationship with the third-party providers. Outline how you maintain consistency in service quality across all managed services.</li> </ul> <p>2) Describe the methodology proposed for managing Optional Services as defined in point 2.2 of the Terms of Reference. Please detail your response per each type of Optional Service required.</p> <p>3) Describe the quality measures proposed to ensure the delivery of high-level Services. In particular, the response must consider the following aspects:</p> <ul style="list-style-type: none"> <li>- Reporting</li> <li>- Meetings</li> <li>- Performance monitoring, incl. KPIs compliance as per the ESM requirements</li> <li>- Internal quality management system and KPIs applied at the Candidate’s company</li> <li>- Regular trainings and their type for the various personnel categories</li> </ul> <p>4) Explain any innovation practices, tools, equipment, digitalisation of processes that you can offer in the delivery of the required services.</p>	

<b>Criteria 3 – Environmental, social and governance aspects</b>	<b>10%</b>
<p>1) Describe the policies and practices to address environmental, social, and governance (ESG) aspects. These should include specific actions taken to achieve sustainability and social responsibility in your operations. Relevant practices may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>- Minimising environmental impacts associated with performance indicators of the services</li> <li>- Measures to minimize energy and resource consumption (e.g., paperless processes, energy-efficient operations)</li> <li>- Waste management practices, including recycling and circular economy initiatives</li> <li>- Contribution to achieving the client’s ESG goals</li> <li>- Use of sustainable materials, tools, and equipment</li> <li>- Ensuring the safety and health of staff</li> <li>- Activities aimed at ensuring staff welfare, loyalty, and motivation, as well as reducing staff turnover</li> </ul>	
<b>Price</b>	<b>40%</b>
<b>Total</b>	<b>100%</b>

- **Commercial Award Criteria (40%)**

Please refer to the **annex 4\_ Commercial Response**.

