

Annex 4 Selection Criteria

As part of their Application, 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 Applications, the ESM will assess the responses provided to the items set out below in this Section 2.

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	Pass/Fail Requirements	Evidence
1)	The Candidate must prove sufficient past revenue.	The Candidate must have, for each of the past two financial years for which accounts have been closed and final audited figures are available, an annual turnover generated from the provision of services similar to the services set out in Annex 1 to this PQD of at least €5 million. [insert amount]	<ul style="list-style-type: none"> • Appendix A completed, • Copies of the balance sheets and economic outturn (profit & loss) statements covering at least the last two years for which accounts have been closed where publication of them is required under the company law of the country in which the economic operator is established. These documents must be produced and/or certified by certified auditors or similar operators or as required by the law of the country where the economic operator is established. <p>If the Candidate is unable to provide the aforementioned documents at the tender stage, e.g. if publication of these is not required under the company law of the country in which the economic operator is established etc., other documentation, proving the stable financial position may be acceptable. Such other proof may be a letter/statement by certified auditors confirming the required financial data or the financial stability of the respective economic operator.</p>

2)	The Candidate must have a current Dun & Bradstreet risk indicator of 1 or 2 (“D&B Requirement”	¹ 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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2.2. 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.

Requirements # 1 & 2 below can be fulfilled by the same contracts or by separate contracts.

Item Number	Selection Criteria	Pass/Fail Requirements	Evidence
1)	The Candidate must prove experience in the field of IT onsite services, including end user services, service desk services, asset management, conference support.	At least 1 contract for a minimum of 24 months of continuous provision in the last 3 years preceding the submission deadline for the provision of IT onsite services including end user services, service desk services, asset management, conference support to clients with at least 200 end users.	For each contract: <ul style="list-style-type: none"> • Contract start and end date, • Description of the scope of the contract and confirmation that the scope includes IT onsite services including end user services, service desk services, asset management, conference support, • Number of end users managed.
2)	The Candidate must prove experience in the field of Network support services, including provisioning, support, maintenance, management, administration, and troubleshooting.	At least 1 contract for a minimum of 24 months of continuous provision in the last 3 years preceding the submission deadline for the provision of network support services (combination of WAN, MAN, internet, LAN, WLAN, etc.) to clients with at least 200 end users.	For each contract: <ul style="list-style-type: none"> • Contract start and end date, • Description of the scope of the contract and confirmation that the scope includes network support services, including provisioning, support, maintenance, management, administration, and troubleshooting,

¹ Dun & Bradstreet has developed a scoring methodology to determine the credit risk for corporates. Corporates who have a failure score of 51 and above, are awarded a risk indicator score of 1 or 2. Corporates who obtain a lower failure score (i.e. are considered to be riskier), will have a risk indicator score of 3 or 4. More details about the methodology applied by Dun & Bradstreet can be found at: <http://www.dnb-belgium.be/en/dnb-data/rating-en>

			<ul style="list-style-type: none"> Number of end users.
3)	The Candidate must prove experience in the field of network components installation services.	At least 2 contracts in the last 3 years preceding the submission deadline for the provision of network components installation services, to clients with at least 100 end users.	<p>For each contract:</p> <ul style="list-style-type: none"> Contract start and end date, Description of the scope of the contract and confirmation that the scope includes network components installation services, Number of end users.
4)	The Candidate shall demonstrate that the annual average number (over the last 3 years) of staff providing Network support services including provisioning, support, maintenance, management, administration, and troubleshooting is at least 10.	A minimum of 10 staff on average per year over the last 3 years, providing Network support services including provisioning, support, maintenance, management, administration, and troubleshooting.	<ul style="list-style-type: none"> Average number of staff providing Network support services including provisioning, support, maintenance, management, administration, and troubleshooting for 2023, 2022 and 2021.
5)	The Candidate shall demonstrate that the annual average number (over the last 3 years) of staff providing IT Onsite support services including end user services, service desk services, asset management, conference support is at least 25.	A minimum of 25 staff on average per year over the last 3 years, providing IT Onsite support services including end user services, service desk services, asset management, conference support.	<ul style="list-style-type: none"> Average number of staff providing IT Onsite support services including end user services, service desk services, asset management, conference support for 2023, 2022 and 2021.
6)	The Candidate must demonstrate the availability of the following profiles to perform the services required, whether or not belonging	<p>CVs of proposed personnel for the 4 key roles identified by ESM and meeting the minimum requirements included in Annex 1 and listed below:</p> <ol style="list-style-type: none"> Account and Contract Manager 	Detailed CVs of the team members proposed. The ESM recommends submitting the CVs in the EU CV format.

	<p>directly to the candidate's undertaking:</p> <ul style="list-style-type: none"> • Account and Contract Manager • Service Delivery Manager • Asset Manager • Service Desk Manager <p>All profiles shall meet the requirements detailed in Annex 1 Terms of reference.</p>	<ul style="list-style-type: none"> • 5 years of experience of running Services of a size and scope similar to those of the ESM; • Experienced in editing contracts; • Excellent written and communication skills in English. <p>2. Service Delivery Manager</p> <ul style="list-style-type: none"> • 5 years of experience of running Services of a size and scope similar to those of the ESM; • Excellent written and communication skills in English. <p>3. Asset Manager</p> <ul style="list-style-type: none"> • 5 years of experience of running asset management of a size and scope similar to those of the ESM. • Excellent written and communication skills in English. <p>4. Service Desk Manager</p> <ul style="list-style-type: none"> • 5 years of experience of running a Service desk of a size and scope similar to the one of the ESM. • Excellent written and communication skills in English. 	
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2.3. 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	Pass/Fail Selection Criteria	Evidence
1)	The Candidate must prove that they are registered to pursue the professional activity under their national law.	A certificate of registration in the relevant trade or professional registers in the country of establishment/incorporation. If the Candidate is not required or allowed to register in such a register for reasons related to its statute or legal status, ESM shall accept, as satisfactory evidence, a sworn declaration or certificate, membership of a specific organisation, express authorisation, or entry in the VAT register.

2)	The Candidate must exercise security best practices, adhering to the confidentiality, availability, integrity, accountability and traceability requirements included in Annex 1 and as further specified in the common security standard ISO 27001, or equivalent.	Copy of a valid ISO 27001, or equivalent, certificate or evidence demonstrating adherence to the standards required under ISO 27001 or equivalent, including documentation of the policies, controls, etc...
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