



SLOVENSKI STANDARD

oSIST prEN 17371-1:2019

01-junij-2019

Zagotavljanje storitev - 1. del: Storitve nabave - Navodilo za ocenjevanje sposobnosti ponudnikov storitev in vrednotenje storitvenih predlogov

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

Dienstleistungserbringung - Teil 1: Dienstleistungsbeschaffung - Leitlinien für die Bewertung der Kapazität von Dienstleistern und die Bewertung von Dienstleistungsangeboten

Processus d'achat de prestations de services - Evaluation de la capacité des fournisseurs de services

Ta slovenski standard je istoveten z: prEN 17371-1

ICS:

03.080.20	Storitve za podjetja	Services for companies
03.100.10	Nabava. Dobava. Logistika	Purchasing. Procurement. Logistics

oSIST prEN 17371-1:2019

en,fr,de

EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

DRAFT
prEN 17371-1

March 2019

ICS 03.080.20; 03.100.10

English Version

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

Dienstleistungserbringung - Teil 1:
Dienstleistungsbeschaffung - Leitlinien für die
Bewertung der Kapazität von Dienstleistern und die
Bewertung von Dienstleistungsangeboten

This draft European Standard is submitted to CEN members for enquiry. It has been drawn up by the Technical Committee CEN/TC 447.

If this draft becomes a European Standard, CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

This draft European Standard was established by CEN in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.

Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.

Warning : This document is not a European Standard. It is distributed for review and comments. It is subject to change without notice and shall not be referred to as a European Standard.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

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 Determining the procurement requirements.....	8
4.3 Planning.....	9
4.4 Market research and analysis.....	9
4.5 Drafting of the specifications.....	9
4.6 Selection of service providers	9
4.6.1 Organization of tendering procedure for public procurement.....	9
4.6.2 Organization of procurement process for private sector	10
4.6.3 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	11
5.2.1 Purpose.....	11
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	13
5.5 Materials, equipment and infrastructure criteria.....	14
5.5.1 Purpose.....	14
5.5.2 Evidence	14
5.6 Reference-related criteria	14
5.6.1 Purpose.....	14
5.6.2 Evidence	14
5.7 Credential related criteria	15
6 Criteria for evaluating a service proposal.....	15
6.1 General.....	15
6.2 Best value	15
6.3 Selection of criteria: principles.....	15
6.3.1 Selection and weighting of criteria	15
6.3.2 Scoring of the proposals	15
6.4 Technical content.....	16
6.4.1 Purpose.....	16
6.4.2 Evidence	17
6.5 Financial proposals	17
6.5.1 General.....	17

6.5.2	Evidence	18
6.5.3	Abnormally low proposals	18
6.6	Other performance criteria	18
6.6.1	Public procurement	18
6.6.2	Private procurement	18
	Bibliography	20

iTeh STANDARD PREVIEW
(standards.iteh.ai)

SIST EN 17371-1:2021

<https://standards.iteh.ai/catalog/standards/sist/5a8880ff-41c2-4dd7-bb7f-92e0f6c2c68e/sist-en-17371-1-2021>

prEN 17371-1:2019 (E)

European foreword

This document (prEN 17371-1:2019) has been prepared by Technical Committee CEN/TC 447 “Horizontal standards for the provision of services”, the secretariat of which is held by BSI.

This document is currently submitted to the CEN Enquiry.

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association.

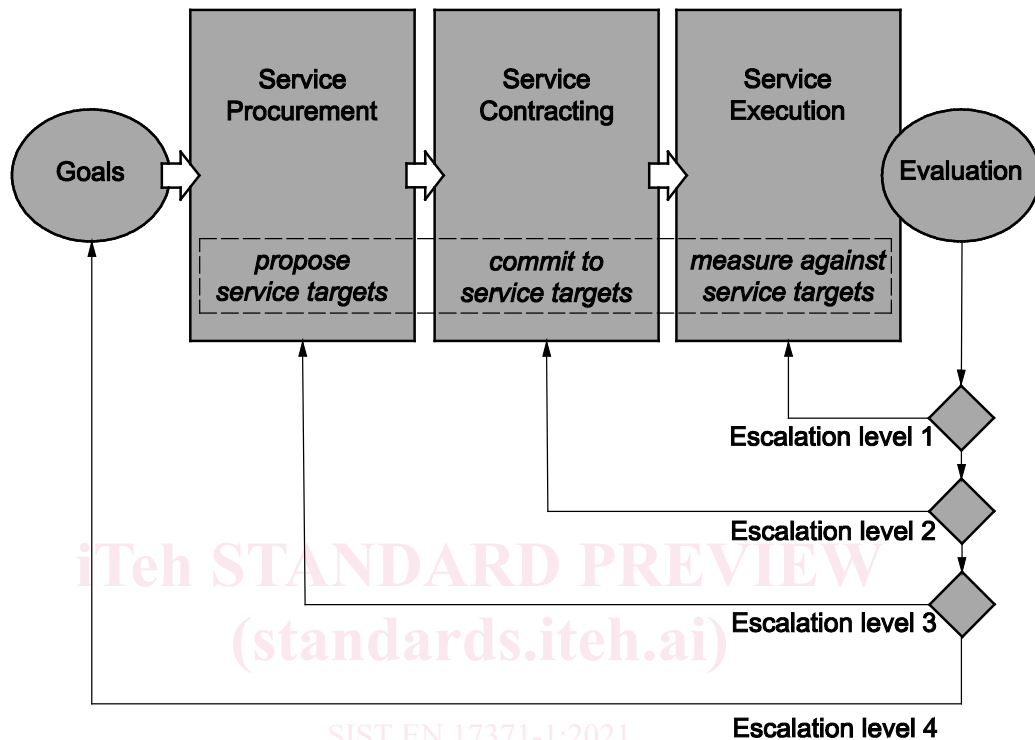
iTeh STANDARD PREVIEW
(standards.iteh.ai)

SIST EN 17371-1:2021

<https://standards.iteh.ai/catalog/standards/sist/5a8880ff-41c2-4dd7-bb7f-92e0f6c2c68e/sist-en-17371-1-2021>

Introduction

This document is part of a series of European Standards that address different phases in the provision of services: the service procurement phase, the service contracting phase and the service execution phase.



The drafting of the series was initiated after CEN presented the findings of a study on the potential and a possible impact of horizontal service standards on the EU single market for services. This study was as a response to the standardization request M/517 from the European Commission for programming and development of horizontal service standards. The objective of this standardization request was to encourage the development of voluntary European Standards covering issues common to many service sectors. Such standards should aim to facilitate compatibility between services supplied by providers in different Member States, improve information to the recipient and the quality of services offered in the EU.

This document endeavours to provide recommendations focusing on the:

- service procurement process through to the selection of providers/service providers;
- criteria for assessing a service provider's capacities to deliver the service to be provided;
- criteria for evaluating a service proposal.

The goal is to build on existing best practice and avoid additional constraints, in particular on medium, small and micro organizations, including by the provision of a framework and template. This document reflects the most important trends within service procurement. It is aimed at, e.g:

- organizations purchasing services (also referred to as “service buyers” in this document);
- organizations providing services (also referred to as “providers” and “service providers” in this document);

prEN 17371-1:2019 (E)

- governmental departments (national or European) in their role as authorities defining the rules and procedures governing public procurement;
- organizations advising customers how to select service providers (such as consultancies);
- organizations that manage systems for shortlisting or (pre)qualifying service providers for the purpose of helping their customers select service providers that are capable of fulfilling their needs and successfully leading their projects;
- organizations responsible for compiling official lists of approved providers, meaning those who are authorized to bid on certain contracts;
- organizations responsible for sourcing service providers.

Whilst not the focus of the document, it is recognised that societal stakeholders including consumers, labour and environmental NGOs have legitimate interests in service procurement, for example in areas such as accessibility, privacy and sustainability. These interests have been taken into account in this document.

The recommendations specified by this document are common to both private and public purchase, wherever a recommendation applies only to one type of purchase it is identified. Taking into account the European/national legislations on public procurement, some recommendations should be considered as requirements by the public buyers.

iTeh STANDARD PREVIEW
(standards.iteh.ai)

SIST EN 17371-1:2021

<https://standards.iteh.ai/catalog/standards/sist/5a8880ff-41c2-4dd7-bb7f-92e0f6c2c68e/sist-en-17371-1-2021>

1 Scope

This document provides guidance for the assessment of the capacity of service providers and the evaluation of service proposals in order to improve and facilitate the process of procuring services.

This document is applicable to:

- a) Any organization regardless of its type or size
- b) Any interested parties who are directly or indirectly involved in or affected by a procurement process

This document is not applicable to business-to-consumer (B2C) service contracts or for works contracts.

NOTE 1 'Works contracts' are contracts that have as their object the execution, or both the design and execution, of a work and are not covered in this document. Contracts having as their object only the design of a work are covered.

NOTE 2 'Work' means the outcome of building or civil engineering works taken as a whole which is sufficient in itself to fulfil an economic or technical function.

2 Normative references

This document does not contain any normative references.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

3.1

procurement

activity of acquiring services from providers which could be public procurement or any other form of procurement

3.2

service provider

organization that offers or supplies one or more services

3.3

service buyer

organization that implements a service procurement process and contracts with a service provider

Note 1 to entry: In public procurement, the service buyer may also be known as the contracting authority/entity.

3.4

service procurement

activities enabling an organization to enter into a contract with one or more service providers

prEN 17371-1:2019 (E)**3.5****public procurement**

any procurement regulated by public procurement rules (international, EU, national, regional)

3.6**interested party**

person or organization that can affect, be affected by, or perceive themselves to be affected by service procurement

3.7**subcontractor**

organization contracted by the provider to perform a specific part of a contract

4 Service procurement process**4.1 General**

This section describes the elements of the service procurement process prior to signing a contract.

Organizations may schedule these elements in any order. Some elements may not be applicable in particular cases.

The service procurement process includes consideration of human resources, material, equipment and infrastructure resources as relevant to the service to be provided.

These considerations should be embedded in a wider strategic approach (sometimes called sourcing) that considers the whole cycle from initial planning and identification of needs until the end of service contract.

The buyer shall determine whether public procurement legislation applies. If this is the case, the normative clauses marked public procurement shall be applicable.

4.2 Determining the procurement requirements

The buyer should determine the service and the service provider requirements.

The requirements should include, as applicable:

- a) Requirements of the buyer, e.g. cost/price, on-time delivery, reporting, quality criteria, service provider sustainability;
- b) Statutory and regulatory requirements, e.g. accessibility, avoidance of discrimination, health and safety;
- c) Requirements of the end user, e.g. reliability, responsiveness, competency, safety/security, accessibility, communication.

NOTE In some cases the buyer can also be the end user of the service.

Methods of gathering information for the determination of the requirements include:

- consultations with internal interested parties, e.g. managers of the concerned functions of the buyer;
- consultations with external interested parties, e.g. end users, regulation bodies;
- reviewing available documented information, e.g. lessons learned and known experience from previous projects.

The service buyer should determine the relative importance of the requirements in order to prioritize them. This makes the further steps of the process of service procurement more effective and improves the service delivered.

In determining requirements related to end users, organizations should consider the extent to which the service can be accessed, understood and used by the widest range of users, including persons with disabilities.

NOTE In the European Union and its Member States, there are statutory and/or regulatory requirements related to accessibility. Where these exist, this should be reflected in requirements and specifications.

Any conflicting requirements should be identified and resolved at the beginning of the process. A comprehensive list of prioritized requirements on the service and service provider should be the result.

4.3 Planning

The planning should include determination of risks and opportunities associated with the process. The output of the planning should include or refer to actions, to be performed by the buyer, to address these risks and opportunities.

4.4 Market research and analysis

Based on the requirements determined in 4.1 and planning done in 4.3 the service buyer should perform market research and analysis to identify the potential organizations able to provide the service to be procured. This research and analysis should focus on providers present in the market and on the services they provide or will provide by the time the tender is out.

The output of the market research and analysis can help to determine a realistic level of performance in accordance with each specific requirement.

The output of the market research and analysis should be used as input in the drafting of the specification and should ensure that the specification can be realistically met.

4.5 Drafting of the specifications

The specification of the service to be procured should be based on the service and service provider requirements (4.1) and the market research and analysis (4.4).

The specification should include the requirements and may specify required minimum performance levels for each requirement.

4.6 Selection of service providers

4.6.1 Organization of tendering procedure for public procurement

4.6.1.1 Planning and choice of the procurement procedure

The choice of the most relevant procurement procedure is determined by which service is required to fulfil the buyer's requirements. Preliminary market consultation following a market analysis can be helpful before determining the procurement procedure.

One of the following procedures should be chosen:

- a) Open procedure,
- b) Restricted procedure,
- c) Competitive procedure with negotiation,
- d) Competitive dialogue and