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NSAI Standards

Irish Standard
I.S. EN 17371-1:2021&LC:2021

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

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National Foreword

I.S. EN 17371-1:2021&LC:2021 is the adopted Irish version of the European Document EN 17371-1:2021, Provision of services - Part 1: Service procurement - Guidance for the assessment of the capacity of service providers and evaluation of service proposals

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Correction Notice

Reference: **EN 17371-1:2021**

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

Work Item: 00447003

Brussels, 2021-04-21

Please include the following minor editorial correction(s) in the document related to:

the following language version(s) :
- ☒ English
- ☐ French
- ☐ German

for the following procedure :
- ☐ PQ/UQ
- ☐ Enquiry
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- ☐ 2nd Parallel Formal Vote
- ☐ UAP
- ☐ TC Approval
- ☐ 2nd TC Approval
- ☒ Publication
- ☐ Parallel Publication

It has been brought to our attention that this document, issued on 2021-03-31, requires modification.

In Annex D, the text in row 5.7 of the table has been modified.

Please find enclosed the updated English version.

We apologize for any inconvenience this may cause.

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EUROPEAN STANDARD

NORME EUROPÉENNE

EUROPÄISCHE NORM

EN 17371-1

March 2021

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

Prestation de services - Partie 1 : Achat de services - Recommandations pour l'évaluation de la capacité des prestataires de services et l'évaluation des propositions de services

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

This European Standard was corrected and reissued by the CEN-CENELEC Management Centre on 21 April 2021.

This European Standard was approved by CEN on 3 May 2020.

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European foreword

This document (EN 17371-1:2021) 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 European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by September 2021, and conflicting national standards shall be withdrawn at the latest by September 2021.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

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

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Introduction

This document is part of a series of European Standards that address different phases in the provision of services (see Figure 1): the service procurement phase (EN 17371-1), the service contracting phase (EN 17371-2[1)]) and the service execution phase (EN 17371-3).

Each part of the series can be used individually or in combination with the other parts.

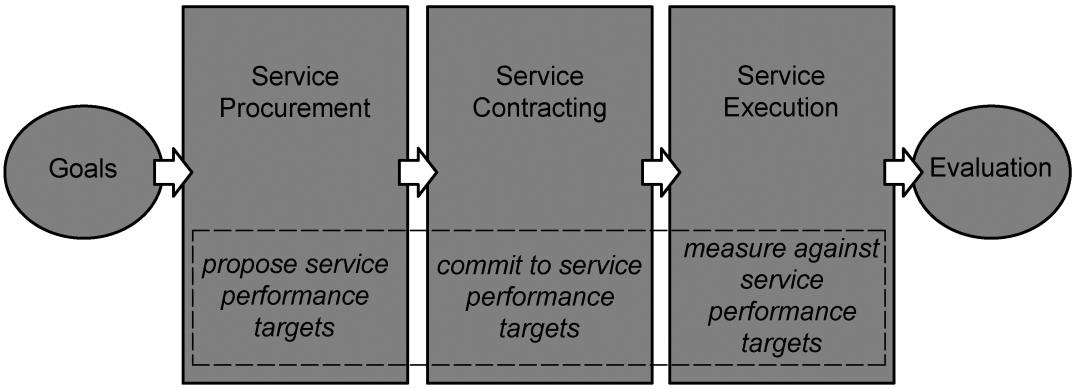

Figure 1 — Phases in the provision of services

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 providers and improve information and the quality of services to the recipient.

This document provides 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);

1) Under preparation. Stage at the time of publication: FprEN 17371-2.

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— 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 recognized 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.

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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) Service buyers and service providers regardless of type, size or the nature of the services;

b) Service providers who may be inside or outside the service buyers' organization; and

c) 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 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

There are no normative references in this document.

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 https://www.iso.org/obp

3.1
interested party
person or organization that can affect, be affected by, or perceive themselves to be affected by service procurement

3.2
procurement
activity of acquiring services from providers which could be public procurement or any other form of procurement

3.3
public procurement
any procurement regulated by public procurement rules (international, EU, national, regional)

3.4
service buyer
organization that buys services from a service provider

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

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