

14 June 2018

Schiphol Valet Parking Selection Guidelines

**European tender procedure
Contract awarded through negotiations**

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FOR INFORMATION

1 Definitions

The following definitions are used in these Selection Guidelines:

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| AW 2012 | The revised Dutch Public Procurement Act [<i>Aanbestedingswet</i>], which came into force on 1 July 2016. This amended act continues to be called the Public Procurement Act 2012. |
| Contracting Party | Schiphol Nederland B.V., also referred to as SNBV. |
| Application | The Candidate's application/request to participate in the tender procedure based on these Selection Guidelines. |
| Appendix | Appendix to these Selection Guidelines. |
| Consortium Members | Members of the consortium (partnership). |
| Consortium | A partnership of enterprises as defined in ARN2016. |
| MEAT | Most Economically Advantageous Tender, or best price/quality ratio. |
| Certificate of Good Conduct | Certificate of good conduct in accordance with Section 4.1 of AW 2012. |
| Candidate | A legal entity that submits an Application in accordance with the requirements specified in the Selection Guidelines. |
| Tenderer | The Candidate that is selected by the Contracting Party to participate in the tender and award phase and that submits a Tender. |
| Tender | The Tender to be submitted by the Tenderer in the tender and award phase of the tender procedure. |
| Core Competency | The knowledge, experience and skill necessary to perform an essential part of the engagement. |
| Minimum Requirements | The (minimum) Suitability Requirements referred to in Section 8 of ARN ²⁰¹⁶ . |
| Multidisciplinary | Cooperation between various fields, including construction, civil engineering and systems technology. |
| Engagement | The subject of the tender procedure, as described in more detail in Chapter 3 of the Selection Guidelines. |
| Principal | Schiphol Nederland B.V., also referred to as SNBV. |
| Contractor | The Tenderer to which the Contracting Party has awarded the Engagement based on the most economically advantageous tender. |

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| Contract | The contract to be signed between the Principal and the Contractor following the awarding of the Engagement, the draft version of which forms part of the Invitation to Tender. |
| Lot | A separate part of a larger engagement. |
| Reference | A statement as referred to in Section 2.92a of AW 2012. |
| Selection Criteria | The criteria listed in the Selection Guidelines for selecting Candidates which are not subject to the Grounds for Exclusion and which satisfy the Minimum Requirements. |
| Selection Guidelines | This document, which contains a brief description of the required services, the tender procedure, the Grounds for Exclusion, the Minimum Requirements and the Selection Criteria. |
| SNBV | Schiphol Nederland B.V. |
| TenderNed | Electronic platform used to carry out this European tender procedure. |
| ESPD | European Single Procurement Document : the document intended for the self-declaration referred to in Section 3.64 in conjunction with Section 2.84 of AW 2012. |
| Grounds for Exclusion | Knock-out criteria as stated in these Selection Guidelines. |
| Invitation to Tender | An invitation issued by the Contracting Party to the selected Candidate to participate in the tender and award phase and to submit a Tender. |

2 Introduction

Schiphol Nederland B.V. (SNBV) is part of Royal Schiphol Group N.V. Royal Schiphol Group N.V. operates under the name of Schiphol Group. Schiphol Group operates Amsterdam Airport Schiphol, the largest airport in the Netherlands.

Schiphol Group's mission is Connecting the Netherlands: Permanently connecting the Netherlands to the rest of the world in order to contribute to prosperity and well-being in this country and elsewhere; Connecting to compete and to complete. We conduct our domestic and international operations in a balanced manner, centred around our key values of reliability, efficiency, hospitality, inspiration and sustainability.

Amsterdam Airport Schiphol aims to be and remain Europe's Preferred Airport: the airport that is highly valued for its quality, capacity and vast network of destinations.

We operate our principal airport, Schiphol, as an Airport City, a dynamic metropolitan area offering passengers and airlines all the services they need, 24 hours a day. Some 500 companies employing 65,000 people are established at Schiphol.



2.1 Consumer Products & Services business area

The Consumer Products & Services business area develops and manages the range of products and services at Amsterdam Airport Schiphol, its top priority being to make travel as worry-free and comfortable as possible for passengers. The business area grants concessions for shops, catering outlets, services and entertainment, and operates shops and car parks itself. It also creates advertising opportunities at Amsterdam Airport Schiphol. With the Privium programme and the VIP centre, we offer a range of specific services for premium passengers.

In order to support its mission and ambition *and* maintain its competitive position, Schiphol Group intends to contract a party to support its operational handling of the Valet Parking process.

3 Description of the engagement

3.1 The Valet Parking service

The Contracting Party offers several Valet products as part of a varied portfolio of parking products. These encompass the total process of service provision and operational process relating to the customer, car and keys, services provided for the passenger [the service provider moves the car to another location via the public highway, where it is parked and left ("Parking")], storing and managing the car, and returning the car and handing it back to the passenger. Services are provided 24 hours a day and are intended to be price-effective for the comfort and luxury segments of the parking market in which service, accuracy and speed are always essential to the service-provision process.

The impending expiry of the current contract has prompted the Contracting Party to put the Engagement out to tender again by means of a European tender procedure. This is also an opportunity to critically assess the organization and operations in the light of the new Schiphol strategy (see Chapter 2) and the consistency of the present Engagement with that strategy.

NB: The two products referred to above are the current products. The Contracting Party reserves the right to modify these products.

3.2 Current situation

The Contracting Party currently provides two Valet products, namely:

Terminal Valet Parking currently comprises +/- 45,000 parking events per year, approximately 450 subscribers and approximately 350 agents. "Terminal Valet Parking" is a high-quality parking service for the demanding passenger. Keywords are peace of mind, convenience and speed, combined with a feeling of luxury and reliability. Services are provided for the customer immediately in front of the terminal and at a service desk in the terminal building. Cars are parked at a special location during the customer's trip.

P6 Valet Parking currently comprises +/- 80,000 parking events per year. "P6 Valet Parking" is the personal, price-conscious parking service that enables passengers to hand over their cars at a location close to the terminal, after which the car is parked at another location during the passenger's trip. Keywords are peace of mind, convenience, speed and reliability. The service for the customer is provided in a multi-storey car park near the terminal. Cars are parked at a special location during the customer's trip.

3.3 Future situation

Since the situation at the airport is constantly changing and the products (see Section 3.2) are constantly being optimized and adapted to the customers' requirements, the Contracting Party is seeking a Contractor that will provide operational support and worry-free service and implement the operational Valet Parking process.

Schiphol has conducted research into the passengers that use the airport. The research revealed five distinct passenger types. This research was conducted across Schiphol as a whole and is therefore not focused on parking at the airport. Each of these target groups has its own requirements and characteristics. In order for Valet Parking to contribute to the quality of the passenger experience at Schiphol, the different passenger types must be taken into account. The five different target groups can be described as follows (see Appendix 4 for the summary version):

Active pleasure-seekers

These are passengers who like to wander around Schiphol, who want to do and experience something. The segment is characterized by its pursuit of active enjoyment and conviviality. These passengers also use shops (wines and spirits, specialty foods, books/magazines) and catering outlets (bars and fast food). More than other segments, this group cites the retail offer and entertainments as areas in which Schiphol could improve.

Satisfied atmosphere seekers

Of all the segments, this group of passengers is the most satisfied with Schiphol and less often cites areas for improvement. They look forward to departing from the airport. They spend time enjoying the international atmosphere and the bustle; for them, the holiday has already started. Satisfied atmosphere seekers are somewhat passive, are less bothered by waiting than other segments and do not see themselves as very demanding passengers. They buy perfume more often than average and make less use of modern facilities such as self-service check-in and internet facilities.

Certainty seekers

Certainty seekers are much more concerned to make sure everything goes well during their time at Schiphol. They arrive at the airport well before the flight and feel relieved once they have cleared passport control. These people want to know where they stand; they first find out where they need to be and consequently get to the gate – or at any rate keep an eye on the gate – well before boarding time. Certainty seekers absorb all information, whether from tickets, teletext or information desks. More than average, they would like Schiphol to improve the provision of information before arrival and at the airport itself. They prefer to be assisted by their family, friends or Schiphol employees. They make fewer purchases and use fewer facilities than average.

Pursuers of exclusivity

As passengers, the pursuers of exclusivity at Schiphol more often want to be treated with respect, personal attention, a high level of service and comfort. They often see themselves as important customers and business class passengers. More than those in other segments, they think the shops at Schiphol should be clearly arranged (so they can find everything quickly) and must be able to enjoy refreshments in a quiet location. This segment more often cites the following improvement points for Schiphol: procedures, walking distances, catering outlets and the friendliness of staff.

Successful functionals

When it comes to travelling through Schiphol, they have strong views: more than other segments, the successful functionals think everything should be arranged efficiently, focused on speed, in a business-like way without any distraction or entertainment. They know what they want from Schiphol, see the airport as a bus station and view their stay there as a necessary evil. That means they prefer to spend the least time possible at the airport. Fewer people than average have any interest in treats, atmosphere, enjoyment or conviviality. This segment therefore more often includes people who make no purchases at Schiphol.

Each of these target groups uses the (current) Valet Parking products, both Terminal Valet Parking and P6 Valet Parking. Some target groups do so less than the others.

3.4 Scope and elements of the Engagement

The Valet Parking Engagement consists of five elements:



3.4.1 Parking:

- Scheduling and performing the pick-up and drop-off of the cars belonging to users of Terminal Valet Parking and P6 Valet Parking.
- Receiving cars. Performing a damage check using the existing video facility. Takeover of this facility by the Contractor is compulsory.
- Optimally scheduling and utilizing the space available at the handling and parking locations;

3.4.2 Hospitality:

- The activities comprising the service desk and customer reception; the pleasant, welcoming feeling that the customer experiences upon contacting the host or hostess, the company's service, *and* the setting in which the activities take place. All this has the objective of making the customer's visit more pleasant and setting ourselves apart from competitors (these activities are collectively referred to below as "Hospitality"). In the context of Valet services at Schiphol, this includes the manner in which customers are received, the presentation and image projected by the valet hosts and hostesses, dealing with difficult customers and complaints, dealing with cars and other personal property belonging to the customer, management and communication among employees;
- Customer care and service recovery, including answering questions and handling complaints and any damage arising.

3.4.3 Additional services:

- Extra facilities to offer a varied range of products, such as car washing. Takeover of the existing car wash by the Contractor is compulsory.
- Accounting:
 - Financial administration and invoicing
 - Contract management for company subscriptions and agents

3.4.4 ICT:

- Contributing and managing an operational system ensuring that the location of the cars and their keys and drivers can be ascertained at all times;
- The Contractor's systems must be compatible with those of Schiphol.

3.4.5 The following activities do not fall within the scope of the Engagement (as they will be performed by the Contracting Party itself):

- The marketing function, including activities such as pricing, promotion and communication, customer acquisition and implementing a distribution policy to sell Schiphol Valet Parking;
- Product development;
- Implementing an accounting policy including debtors, commissions and invoicing;
- Product management, including developing new products and maintaining internal contacts;
- Implementing a customer care and service recovery policy.
- The parking reservation system.

3.5 Protection of interests

Assets and information made available by Schiphol for the performance of the work must in no circumstances be used for purposes other than the performance of the Engagement. 'Blending' the work with other activities for other clients and/or commercial activities is not permitted.

3.6 Division into lots

The Engagement will not be divided into lots. The Contracting Party has chosen the single-lot option to safeguard the integrity of the Engagement. This is because the Engagement comprises many elements that are very closely, and sometimes inextricably, interconnected. The project will be executed in an operational environment that involves many stakeholders and is continually in use. This will require optimal coordination of the various elements. Without optimal coordination, the risk associated with the performance of the Engagement will become, in both an operational and a financial sense, unmanageable for the Contracting Party.

3.7 Schedule for the performance of the Engagement

The table below outlines the period in which the Engagement must be performed. These dates are indicative and no rights may be derived from them.

| Phase/milestone | Date |
|-----------------------------------|---------------------------|
| Tender | June 2018 – January 2019 |
| Implementation | January 2019 – March 2019 |
| Start date of operational service | > March 2019 |

3.8 Form and term of the Engagement

The Contracting Party will conclude a Contract with one Contractor for the Engagement.

The term of the Contract will be three (3) years, with the option for the Contracting Party to extend the Contract five (5) times, each time for a term of one year.

3.9 Award criterion to be applied in the tender and award phase

The Engagement will be awarded based on the 'best price-quality ratio' Award Criterion. This means that, in addition to the price, quality criteria will also count in the selection of the Contractor.

FOR INFORMATION

4 Principles and Conditions

This chapter sets out further details of the principles and conditions applying to this Tender.

4.1 Procedural Framework of ARN²⁰¹⁶

This Tender is being conducted in compliance with the 2016 Tendering Regulations for the Utilities Sectors (ARN2016). The ARN2016 can be downloaded from: <https://www.schiphol.nl/nl/schiphol-group/pagina/procurement>, in the section: Documents and Legal Conditions.

4.2 Procedure phases

This Tender is a European Tender Procedure in accordance with the **negotiating procedure with prior announcement**.

The negotiating procedure with prior announcement/non-public procedure has the following phases:

- Selection phase;
- Tender and award phase.

A negotiating procedure with prior announcement/non-public procedure takes place as follows:

1. **Selection phase:** On the basis of the public announcement potential Candidates request the Selection Guidelines and on that basis submit a request to be invited for the tender and award phase. The parties do this by submitting an Application. On the basis of the Candidates' organizational characteristics (translated into Grounds for Exclusion, (minimum) Suitability Requirements and Selection Criteria), the Contracting Party selects a maximum of five (5) parties for the tender and award phase. In this phase, therefore, the Candidates submit an Application, but do not yet submit a substantive tender;
2. **Tender and award phase:** By sending the Invitation to Tender the Contracting Party invites the selected Candidates to submit a Tender. The selected Candidates are requested to submit an initial Tender in accordance with the Invitation to Tender. A Tender contains the substantive offer. Depending on the assessment of the initial Tender, the decision will be taken (optionally) to enter into negotiations with Tenderers. After the Negotiations have ended, the remaining Tenderers must submit a final Tender ('Best and Final Offer') on the basis of Amended Documentation. The Principal intends to contract one Contractor on the basis of the assessment of the final Tenders received.

The selection procedure, including the applicable Grounds for Exclusion, (minimum) Suitability Requirements and Selection Criteria, is described in the next chapter of these Selection Guidelines.

4.3 Tender Schedule

The Contracting Party begins this Tender Procedure by publishing the announcement of the utilities sector engagement on TenderNed. The table below sets out the schedule for this Tender Procedure. The Contracting Party reserves the right to modify the schedule.

| Schedule for the selection phase | Date (Central European Time) |
|--|---|
| Publication of announcement of selection phase on TenderNed | 14 June 2018 |
| Closing date for question round: strict deadline for submitting questions and comments in response to Selection Guidelines | 25 June 2018, 09:00 a.m. (strict deadline) |
| Publication of Summary of Additional Information and Changes, including any Amended Documentation | 2 July 2018 |
| Closing date for submission of Application | 16 July 2018, 09:00 a.m. (strict deadline) |
| Opening of the safe in TenderNed | 16 July 2018, from 09:00 a.m. |
| Announcement of preliminary selection result | Week 33 |
| Deadline for receipt of Supporting Documents for verification ESPD | Within 10 calendar days after announcement of preliminary selection result |
| Deadline for submission of objections (objection period) | Within 5 calendar days after announcement of preliminary selection result (section 13.4 of ARN ²⁰¹⁶) |
| Deadline for preliminary relief proceedings | Within 10 calendar days after communication concerning submitted objection (section 13.5 of ARN ²⁰¹⁶) |
| Announcement of final selection result | Week 34 |

In the case of the 'closing date for question round' and 'closing date for submission of Application' the stated times are strict deadlines. Any questions and/or comments submitted after the deadlines will not be dealt with. Any Applications that are received after the specified deadline will not be included in the assessment process. The other deadlines are indicative and not binding for the Contracting Party.

Failure on the part of the Candidate to comply with the above dates/deadlines or the dates/deadlines amended by the Contracting Party will in principle lead to exclusion.

4.4 Communication during the Tender

4.4.1 Contact with the Contracting Party

All communication concerning this Tender must be conducted via TenderNed. No communication will take place by any other means. No rights may be derived from oral communication, commitments or agreements which were not recorded in a communication or publication by the Contracting Party on TenderNed. Officers of the Contracting Party must not be approached, either directly or indirectly, in the context of this Tender Procedure. Any positive or negative influencing, in any form whatsoever, of the staff involved in the Tender Procedure may lead to exclusion from participation in this Tender Procedure.

4.4.2 Submission of questions and comments

Potential Candidates may submit questions and comments on any Tender Document by means of the Excel template via TenderNed. As stated in the schedule, potential Candidates have one opportunity during this Tender Procedure to ask questions or make comments. Questions which the potential Candidate submits late or by other means will in principle not be considered by the Contracting Party. The answers to punctually submitted questions will be published via a Summary of Additional Information and Changes on TenderNed.

The potential Candidate is responsible for the timely and proper submission of the questions. If a question is not received by the Contracting Party, the potential Candidate bears the burden of proof regarding timely submission of the question. Ensure that you comply with the closing date as referred to in the 'Tender Schedule' section in these Selection Guidelines.

Any deficiencies and/or contradictions in and/or objections to the content of these Selection Guidelines and their Appendices and/or the procedure for this Tender must be addressed in the question round(s). If none are forthcoming, the Contracting Party is entitled to assume that potential Candidates have no objections to the content of the Selection Guidelines and their Appendices and/or this Tender Procedure, as a result of which any rights of the Candidates to object to these matters at a later date will lapse.

Questions must be submitted in Dutch or English. In the questions you are requested to state precisely which part (name of document, section and page number) of the Tender documents the question relates to. You are requested not to use company names, product names and other names related to your business in the questions.

The Contracting Party closes a question round by sending a Summary of Additional Information and Changes containing the (anonymized) questions from potential Candidates and the answers from the Contracting Party. The Contracting Party will include in this any amendments to the Tender documents. The published Summary of Additional Information and Changes forms part of the Selection Guidelines and prevails over the other part of the Selection Guidelines and the Appendices. Documents bearing the following wording affixed by the Contracting Party: "Amended Documentation" prevail over the Summary of Additional Information and Changes. The Contracting Party makes the Summary of Additional Information and Changes available to all potential Candidates via TenderNed. The Contracting Party reserves the right to disregard or take only partial account of comments.

4.4.3 Commercially confidential questions

If a potential Candidate has questions for the Contracting Party which are by their nature 'commercially confidential', and it is therefore not desirable for these questions to be answered in a Summary of Additional Information and Changes, the Contracting Party may answer such questions outside the Memorandum of Information. The potential Candidate must submit such questions using the TenderNed communication module stating 'Commercially confidential – Not to be answered in the Summary of Additional Information and Changes'.

In all cases the Contracting Party will first assess such 'commercially confidential' questions on their merits. If the Contracting Party considers that such questions should not be deemed commercially confidential, it will in principle notify the potential Candidate that has raised these questions. This potential Candidate will then be given an opportunity to withdraw the questions or to ask them with a view to receiving an answer in the Summary of Additional

Information and Changes. When dealing with 'commercially confidential' questions, the Contracting Party will at all times endeavour to guarantee a level playing field.

4.5 Complaints procedure/complaints desk of the Contracting Party

The Contracting Party has instituted a complaints desk for parties with an interest in the Contracting Party's tender procedures to lodge a complaint concerning any errors or irregularities suspected during a tender procedure. However, a complaint may not be lodged until the alleged errors and irregularities have been communicated to the Contracting Party in the question round and the Contracting Party has provided its response via a Summary of Additional Information and Changes. If the potential Candidate continues to disagree with the Contracting Party's response in the Summary of Additional Information and Changes, it may then lodge a complaint through the complaints desk. The subsequent procedure is then as follows:

- (1) Complaints must be submitted in writing to the Contracting Party's complaints desk secretary, stating the reasons for the complaint. The e-mail address is: Tender_klacht@schiphol.nl. The written complaint must state, with reasons, the subject of the complaint and the grounds (including any legal grounds). An appropriate approach to a solution must also be proposed. The written complaint must also include the date of the complaint, the name and address of the complainant and the designation/reference of the Tender to which the complaint relates.
- (2) The secretary of the complaints desk will confirm receipt of the complaint as soon as possible.
- (3) The complaints desk will then investigate expeditiously whether the complaint is justified, taking account as far as possible of the schedule and turnaround time for the tender. Please note: the submission of a complaint will not suspend this Tender.
- (4) If the Contracting Party concludes, after the investigation by the complaints desk, that the complaint is fully or partly justified, and the Contracting Party intends to take corrective action, the Contracting Party will give notice of this in writing as soon as possible. Depending on the phase of this Tender, it is possible that the Contracting Party will communicate the action to be taken to all potential Candidates at the same time as notifying the complainant. This is to prevent any preferential treatment.
- (5) If the Contracting Party concludes, after the investigation by the complaints desk, that the complaint is not justified, no action will be taken and the Contracting Party will notify the complainant in an appropriate manner in writing.

4.6 Submitting an Application

Applications must be submitted via www.TenderNed.nl. In order to safeguard confidentiality, Applications cannot be submitted by post or by e-mail.

The strict deadline is stated in the section entitled 'Tender Schedule'. The Contracting Party will treat Applications not submitted in time as not having been submitted and will not therefore process them. The risk relating to timely and complete submission of the Tender is borne by the potential Candidate. The Contracting Party and TenderNed are not responsible for errors committed by potential Candidates in the full and timely supply of information. If

in doubt, you should therefore consult the TenderNed help desk. We advise you to submit your Application well ahead of the deadline. Any malfunctions during uploading are at the potential Candidates' own risk. The Contracting Party will be unable to open the virtual safe on TenderNed until after the strict deadline.

By submitting an Application, the Candidate declares its agreement to the provisions contained in these Selection Guidelines and the other provisions applicable to this Tender Procedure. By submitting an Application the Candidate also agrees to the tendering method chosen by the Contracting Party. If, in the opinion of the Candidate, the Selection Guidelines contain errors, the Candidate must make this known in writing before the closing date for Applications. If the Candidate fails to do so, the Candidate cannot invoke such errors in the event of or following the award of the Engagement.

4.7 Application Conditions

When submitting an Application, the following terms and conditions apply:

4.7.1 Number of Applications

Companies can only apply once, either as an individual company or as part of a Consortium with other companies. If multiple companies within a single group are interested, participation in this Tender is only possible if they apply as a single Candidate, whether or not in a Consortium with third parties.

4.7.2 Group

If a Candidate, or one of the Consortium Members (in the case of a Consortium), is part of a group, the parent company must affirm that none of the other members of the group have applied for the Engagement.

4.7.3 Multiple Candidates within a single group

If multiple companies within a single group have applied as multiple Candidates for the Engagement, the parent company must determine which company within the group will withdraw as a Candidate. If the parent company fails to make a decision within seven (7) calendar days following a request from the Contracting Party to do so, the Contracting Party will make the decision by means of drawing lots.

4.7.4 Contact regarding the Engagement

Any company that makes contact by any means whatsoever, whether directly or indirectly, for example through third parties, with other actual or potential Candidates/Tenderers concerning the Engagement being tendered for and the content of the Application or Tender will be excluded from participation or further participation. This concerns in particular the price to be offered or the allocation of works, except for any necessary consultation regarding the formation of a Consortium, if justified.

4.7.5 Cost

No costs incurred by Candidates for the compilation and submission of the Application will be eligible for reimbursement by the Contracting Party in any way.

4.7.6 Form and content of the Tender

Form: The Tender may be submitted in Word [.doc or .docx], Excel [.xls or .xlsx] or PDF format. Other extensions are not permitted unless specifically stated otherwise.

Content: Only Tenders which are not strategic and/or manipulative will be assessed.

4.7.7 Documents in this Tender

These Selection Guidelines and all Appendices have been compiled with care. However, in the event of any contradictions or discrepancies between the aforementioned documents, the order of precedence below will apply, with a higher placed document prevailing over a lower placed document (in other words the list is in decreasing order of importance)

| DOCUMENTS | | |
|-----------|---|------------------|
| ORDER | DESCRIPTION | VERSION |
| 1 | Information notice | Follows |
| 2 | Selection Guidelines (incl. Appendices) | Current document |
| 3 | Your Application | Follows |
| | All other documents to which is being referred in these Selection Guidelines. | |

These Selection Guidelines and all Appendices can be amended and/or supplemented by means of a Summary of Additional Information and Changes. A Summary of Additional Information and Changes of a later date prevails over a Summary of Additional Information and Changes of an earlier date.

If after reading the most recent Summary of Additional Information and Changes a Candidate/potential Candidate still considers that these Selection Guidelines and all associated documents contain contradictions, errors, unlawful acts, irregularities, ambiguities, deficiencies, unreasonably onerous requirements and/or other defects, that Candidate/potential Candidate must, no later than seven calendar days before the closing date for Applications, institute preliminary relief proceedings at the district court of Amsterdam by serving a summons on the Contracting Party, failing which the right will lapse. This Deadline is a lapse deadline.

The Candidate/potential Candidate must submit a copy of the summons by means of the TenderNed communication module. By requesting these Selection Guidelines (including Appendices) the Candidate/potential Candidate declares its agreement to this.

4.7.8 Recourse to financial capacity/technical capability of third party/parties

In order to meet the (minimum) Suitability Requirements, a Candidate may have recourse to the financial capacity and/or technical capability of a third party, regardless of the legal nature of its connections with such third party.

If the Candidate wishes to have recourse to the *financial capacity* of one or more third parties, it must include the following in its Application in accordance with section 11 of ARN²⁰¹⁶:

- (i) the name(s) of the third party/parties concerned,
- (ii) a Supporting Document evidencing compliance by the third party/parties concerned with the requirements set out in the Selection Guidelines with regard to financial capacity, and

- (iii) a copy of the undertaking(s) with the party/parties concerned showing that the Candidate actually does have access to the resources of such third party/parties required for the Engagement.

In such cases the Candidate must state this in part II section C of the ESPD (Standard Form B). The Candidate must also complete Standard Form C. The completed Standard Form C signed by the Candidate and the third party/parties concerned together with the associated supporting documents must be enclosed with the Application.

If the Candidate wishes to have recourse to the *technical capability* of one or more third parties, the Candidate must demonstrate in its Application in accordance with section 11 of ARN²⁰¹⁶:

- (i) that the third party/parties concerned complies/comply with the requirements set out in the Selection Guidelines with regard to technical capability, and
- (ii) that for the duration of the Engagement it actually will have access to the resources of such third party/parties required for the performance of the Engagement (in the broadest sense) in accordance with Standard Form D.

In such cases the Candidate must state this in part II section C of the ESPD (Standard Form B). The Candidate must also complete Standard Form D. The completed Standard Form D signed by the Candidate and third party/parties concerned together with the associated supporting documents must be enclosed with the Application.

In the event of recourse to the technical capability of one or more third parties, the respective third party/parties must also be deployed genuinely and accordingly on the performance of the Engagement. During the tender and award phase to which this applies, the Candidate must also explain in its plans how it guarantees that the technical capability of the respective third party/parties will actually be used in the performance of the Engagement.

In this Tender it is not permitted to have recourse to a third party to which a Ground for Exclusion applies.

Please note: In the event of recourse to more than one third party, a copy of the Standard Forms must be completed, signed and enclosed with the Application for each third party individually.

4.8 Application by a Consortium and/or engagement of third parties (main contract and subcontract)

The following applies if a Candidate is a Consortium of companies:

4.8.1 Consortium: ESPD

Each member of a Consortium must itself submit a fully completed ESPD. The ESPD and the appendices must be signed by the legally authorized representative of the respective Consortium Member. Each of the Consortium Members must demonstrate that the signatory of the ESPD and the Appendices is a legally authorized representative. Each of the Consortium Members must also state in Part II of the ESPD what each party's role is in the Consortium.

4.8.2 Consortium: Statement on the Formation of a Consortium

When applying, the Consortium must submit a Statement on the Formation of a Consortium. Standard Form G of these Selection Guidelines contains the model for this statement.

4.8.3 Consortium Agreement on request

If requested, the Consortium must submit a Consortium Agreement within ten (10) calendar days in accordance with Section 10.2 of ARN²⁰¹⁶.

4.8.4 Consortium: Joint and several liability

Upon the award of the Engagement, each Consortium Member must declare that it is jointly and severally liable for the performance of the entire Engagement, in accordance with Section 10.4 of ARN²⁰¹⁶.

4.8.5 Consortium: no changes permitted

After applying, no changes may be made to the Consortium without the prior written consent of the Contracting Party. Such consent will only be granted in exceptional circumstances (e.g. in the event that Candidates or Consortium Members become the subject of a merger or acquisition). The Contracting Party may attach conditions to such consent. A Consortium must in any case continue to satisfy the requirements imposed in these Selection Guidelines.

4.8.6 Consortium: General partnership or legal entity

If the winning Tender is submitted by a Consortium, then upon award of the Engagement that Consortium must establish a General Partnership or a legal entity for the purpose of performing the Engagement.

Engagement of third parties

- Even though they independently meet the (minimum) Suitability Requirements applying to this tender procedure, Candidates, or a Consortium of Candidates, may wish to engage third parties for the performance of the Engagement. In principle, Candidates must perform the Contract entirely independently. Third parties may only be engaged if, in the next phase of the Tender Procedure, the Candidate explicitly states in the Tender which third parties it wishes to engage and for which elements of the Engagement it intends to do so.
- The Candidate must also guarantee that the third party concerned meets all requirements stated in this Tender Procedure for the activities to be assigned to that third party.
- The Contracting Party will be entitled to verify the correctness of this guarantee.
- The Candidate bears full responsibility for any third parties it engages.
- If a Candidate already intends to engage third parties for the performance of the Engagement, it must enter the third party's details in the ESPD (Standard Form B).

4.9 Other conditions

4.9.1 Working language

The working language for the Contracting Party for the entire Tender is (in principle) Dutch. Selection Guidelines in English have been appended for information purposes. In the event of inconsistencies between the Dutch and English Selection Guidelines, the Dutch version will prevail. Candidates are permitted to communicate with the Contracting Party in Dutch and/or English.

4.9.2 Intellectual property

At all times, intellectual property rights arising from the information provided by the Contracting Party belong to the Contracting Party. No part of these Selection Guidelines may be reproduced (other than for the purposes of submitting an Application) by means of printing, photocopying, scanning, microfilm or by any other means without prior written permission from the Contracting Party. Violation of this provision may result in immediate exclusion from this Tender and may be deemed to be a circumstance as referred to in Section 7 of ARN²⁰¹⁶ and/or Section 22.2 of ARN²⁰¹⁶. The provisions in this section are without prejudice to the Contracting Party's entitlement to compensation.

4.9.3 Confidentiality

The Contracting Party will treat as confidential any information provided by the Candidate which it knows or reasonably should know to be confidential, and will in any case take account of the legitimate (commercial) interests of the Candidate.

4.9.4 Applicable conditions

No other delivery, payment and/or other terms and conditions apply to this Tender and any Engagement resulting from it other than the contractual and other conditions laid down by the Contracting Party in the Tender documents. Any Application or Tender invoking different conditions will be deemed not to have been submitted. The Contracting Party explicitly rejects the applicability of any general terms and conditions of the Candidate or Tenderer.

4.9.5 Reservation concerning discontinuation of the procedure

The Contracting Party is not obliged to make an award decision during this Tender Procedure or to conclude a Contract with a Tenderer. In the event of any of the following circumstances:

- a. The suspension and/or cancellation of this Tender at any time;
- b. The suspension and/or postponement of and/or addition of further conditions to the award decision;
- c. No award decision being made;
- d. No follow-up action being taken following an award decision;
- e. No conclusion of a Contract;

Candidates/potential Candidates cannot make any claim whatsoever for compensation by the Contracting Party, including any legal successor(s) and/or related persons/legal entities, in respect of any damage and/or costs, however designated and on whatever grounds. Furthermore, by participating in this Tender Procedure they expressly and unreservedly accept the aforementioned provisos stipulated by the Contracting Party.

4.9.6 Choice of law and forum

This Tender is governed by the law of the Netherlands. Any disputes will be submitted to the district court of Amsterdam.

4.9.7 Ownership of information

All information carriers and documentation provided by the Candidate as part of the Application will become the property of the Contracting Party and will not be returned, but will be treated and stored confidentially. They will eventually be destroyed.

4.9.8 Agreement

By submitting an Application, the Candidate agrees unconditionally to the provisions in these Selection Guidelines and other provisions applicable to the Tender. Conditional Applications will be deemed not to have been submitted and will not be eligible for award.

FOR INFORMATION

5 Assessment procedure

The objective of the selection procedure is to select no more than the maximum number of Candidates referred to below, which will be invited to submit a Tender.

Assessment

The assessment of the Applications will be conducted in accordance with the following stages:

| Stages in the selection procedure |
|---|
| 1. Punctuality/Completeness of Applications |
| 2. Grounds for Exclusion |
| 3. (minimum) Suitability Requirements |
| 4. Selection Criteria |
| 5. Provisional Selection |
| 6. Check of Supporting Documents |
| 7. Final Selection |

Explanation:

1. First, it will be established that the Application was submitted on time, is complete and fulfils the requirements. If an Application is incomplete (for example due to missing statements or documents) after the closing date or if an Application does not meet the requirements, it may be excluded.
2. Second, the Contracting Party will assess the Applications against the specified Grounds for Exclusion. If a Ground for Exclusion applies to a Candidate, this will in principle lead to exclusion.
3. Third, compliance with the (minimum) Suitability Requirements will be assessed. If a Candidate does not meet one or more of the (minimum) Suitability Requirements, the Contracting Party may reject the Application.
4. If a Candidate fails to meet one of the obligations and (minimum) requirements stated above in the table "Stages in the selection procedure" in points 1 to 3, the Candidate's Application may be declared invalid. Invalidity will result in the rejection of the Candidate's Application and the Candidate will not be included in the further assessment.
5. The five (5) Candidates with the highest number of points will be eligible to participate further in the Tender. If more than five (5) Candidates remain following the assessment of the (minimum) Suitability Requirements, this number will be reduced to five by means of assessment against the Selection Criteria.

All Applications will be assessed by a competent assessment committee. The members of the assessment committee will first assess the applications individually and award points for each selection criterion. Subsequently, the individually assigned points will be discussed during a plenary meeting. During this meeting, the members of the assessment committee will jointly decide the final score (consensus). The result of the assessment will then be reviewed by the Contracting Party's tender committee.

If two or more Candidates have obtained the same final score and this results in there being more than the desired number of Candidates who must be selected for the tender and award phase, the Contracting Party will make a selection by having a civil-law notary draw lots *in the presence of the Candidates* with the same score.

6. The provisional assessment result – the provisional selection – will be announced to all Candidates who submitted an Application. At the same time, the selected Candidates will be requested to supply the required Supporting Documents within ten (10) calendar days.
7. If an assessment of the Supporting Documents reveals that one or more of the selected Candidates are subject to one or more Grounds for Exclusion and/or do not comply with all of the specified (minimum) Suitability Criteria, or if Supporting Documents are received too late, the Candidate in question will be excluded from further participation in this Tender Procedure and its place will be taken by the next Candidate that would have been eligible based on the assessment but was provisionally eliminated based on the number of points.
8. In accordance with Section 13.4 of the applicable ARN²⁰¹⁶, an objection period of five (5) calendar days will begin after the announcement of the selection decision. Rejected Candidates must submit any objections they have, in writing and including substantiation, to the Contracting Party within five (5) calendar days after the date of the provisional selection result. The Contracting Party will then inform the objecting Candidate whether the original Selection Decision will be upheld (position). After the position is announced, a further term of ten (10) calendar days will be granted so that, if desired, the objecting Candidate can institute preliminary relief proceedings under civil law, in accordance with Section 13.5 in conjunction with Section 21.1 of ARN²⁰¹⁶. If the objection periods expire unused, the selection decision will be final.

6 Requirements to be met by the Candidate

The following sections specify the information that a Candidate must submit for the assessment on the basis of the Grounds for Exclusion and (minimum) Suitability Requirements. This chapter describes the requirements applicable to each section.

| Supporting documents to be submitted - with Application / on request | | | | | |
|--|--------|--|------------------|------------|---------|
| Chapter | Number | Document | With Application | On request | Section |
| Grounds for Exclusion (GfE) | GfE1 | ESPD (scanned version) | x | | 6.1.1 |
| | GfE2 | Registration in the national professional/trade register | x | | 6.1.2 |
| | GfE3 | Statement from the Tax Authorities | | x | 6.1.3 |
| | GfE4 | Certificate of Good Conduct for Tendering | | x | 6.1.4 |
| <u>Suitability Requirements (SR):</u> Financial and economic capacity | SR1 | Turnover requirement | x | | 6.2.1 |
| <u>Suitability Requirements (SR):</u> Technical and professional capability | SR2 | Core Competency/Reference | x | | 6.3.1 |
| | SR3 | Quality control statement | | x | 6.3.2 |
| | SR4 | Dutch language statement | x | x | 6.3.3 |
| | SR5 | Statement of availability | x | | 6.3.4 |

In order to limit the administrative burden on Candidates, the Contracting Party uses the European Single Procurement Document and a limited number of Supporting Documents. The Application must be accompanied by the supporting documents specified in the above table in the 'With Application' column. After receiving a written request from the Contracting Party, the Candidate must submit the supporting documents specified in the 'On request' column of the above table within ten (10) calendar days. You may use E-Certis to submit Supporting Documents. www.tenderned.nl/ecertis. The risk that the Supporting Documents cannot be obtained in time is borne by the Candidate.

In the case of Applications in a Consortium or with subcontractors, Section 4.8 of these Selection Guidelines also applies. These supporting documents must therefore be supplied by each of the Consortium Members, unless stated otherwise.

The assessment will first be made based on the answers provided to the questions in the ESPD and the supporting documents to be submitted. Candidates must guarantee that these statements correspond to the actual situation of the Candidates at the time of submission.

6.1 Grounds for Exclusion (GfE)

The following Grounds for Exclusion apply to this Tender:

6.1.1 GfE1: European Single Procurement Document

Only the original copy of the ESPD enclosed in Standard Form B with the Selection Guidelines may be submitted for the Application. The text of the ESPD must not be retyped, added to or modified. Modifying the ESPD in any way whatsoever may, regardless of the degree of modification, result in exclusion from participation in the remainder of this Tender Procedure.

When completing the ESPD the Candidate must state the Lot(s) for which the Candidate wishes to tender (see page 4 of the ESPD). The ESPD must be completed digitally or by hand and submitted in PDF format with the Application.

A legally valid signature affixed to the Tender/Application also is deemed to constitute signing of the ESPD. The signature must be that of a legally authorized representative of the Candidate. Such legality must be demonstrated by means of an extract from the commercial register or, if necessary, a power of attorney (if this person holds a power of attorney, you are requested to append both the extract and the power of attorney to the Application.)

If the information given in the ESPD proves to be false after the verification within the aforesaid period, or cannot be verified within that period due to the lack of the aforementioned Supporting Documents, this may be interpreted as a false statement as defined in Section 2.87(1)(h) of AW 2012. This may result in exclusion, in which case the Candidate in question loses its place on the shortlist and is excluded from further participation in this Tender Procedure.

Section 2.86 of AW 2012

All Grounds for Exclusion as stated in Section 2.86 of AW 2012 apply and have therefore been incorporated in this ESPD. As proof that none of the stated circumstances apply to the Candidate, the Contracting Party will receive the ESPD from each Candidate, on the basis of which it can be assumed that the Grounds for Exclusion are not applicable to the Candidate.

Furthermore, by means of the ESPD, the Candidate also states that the Supporting Documents as referred to in Section 2.86 of AW 2012, such as the 'Certificate of Good Conduct for Tendering' will be supplied within ten (10) calendar days after the first request of the Contracting Party.

Section 2.87 of AW 2012

All Grounds for Exclusion as stated in Section 2.87 of AW 2012 apply and have therefore been incorporated in this ESPD. As proof that none of the circumstances stated in article 2.87 of AW 2012 apply to the Candidate(s), the Contracting Party will receive the ESPD from each Candidate, on the basis of which it can be assumed that the Grounds for Exclusion are not applicable to the Candidate.

Furthermore, by means of the ESPD, the Candidate also states that the Supporting Documents as referred to in Section 2.87 of AW 2012 will be supplied within ten (10) calendar days after the first request of the Contracting Party.

In the case of an Application from a Consortium, the Consortium will be excluded if one or more of the Consortium Members is in one or more of the aforementioned circumstances.

6.1.2 GfE2: Registration in the national professional/trade register

A statement, no older than six months, as referred to in paragraph 1 of Section 2.89 of AW 2012, showing that the Candidate is registered in the national professional/trade register in accordance with the requirements applying in the country in which the Candidate is established, or, if such a statement is not issued in the country of establishment, a sworn statement or affidavit. In the Netherlands this function is performed by an extract of the entry in the Chamber of Commerce trade register.

The extract must show among other things that the party who signed the Tender is a legally authorized representative of the Candidate. If the signature is affixed by a party other than that stated in the register of the Chamber of Commerce, the required power of attorney (or a copy thereof) must also be enclosed.

If the Candidate is a Consortium, the certificate of registration of each Consortium Member in the national professional/trade register must be supplied.

The certificate of registration in the national professional/trade register must also be provided by third parties that Candidates have engaged or wish to engage in the performance of the Engagement.

6.1.3 GfE3: Statement from the Tax Authorities

A statement from the Tax Authorities no older than six (6) months (Exclusion criterion in Section 2.86(4) of AW 2012) concerning payment of social security contributions and/or taxes must be submitted no later than ten (10) calendar days after the request from the Contracting Party.

Candidates must keep in mind that they themselves must request the Tax Statement from the Tax Authorities. The risk of the request for the statement taking longer than expected will be borne by the Candidate. The Candidate would be well advised to request a statement from the Tax Authorities in good time prior to a possible request from the Contracting Party.

6.1.4 GfE4: Certificate of Good Conduct for Tendering

A copy of the Certificate of Good Conduct for Tendering, as referred to in paragraph 2 of Section 2.89 and Section 4.1 of AW 2012. The Certificate of Good Conduct for Tendering must reflect the current situation of the Candidate at the time of submission and must be no older than 24 months calculated from the closing date for the submission of Applications. If a Ground for Exclusion arises after the Certificate of Good Conduct for Tendering was issued, the Candidate is obliged to state that on its Application (on penalty of exclusion).

Candidates must keep in mind that they must request the Certificate of Good Conduct from the Justis screening authority, which will take a decision on the application:

- In the case of a natural person: within four weeks after receipt of the application;
- In the case of a legal entity: within eight weeks after receipt of the application.

If the decision on the application unexpectedly takes longer, this will be at the risk of the Tenderer. The Tenderer would be well advised (if it is unsure whether it has any criminal record) to request a Certificate of Good Conduct for Tendering in good time prior to a possible request from the Contracting Party.

6.2 Suitability Requirements (SR): Financial and economic capacity

The following Suitability Requirements apply with regard to financial and economic capacity:

6.2.1 SR1: Turnover Requirement

The Candidate must have earned a weighted average turnover of at least €1,500,000 for the previous three financial years.

The weighted average turnover is calculated using the following formula:

$$\frac{((1 \times \text{turnover 2015}) + (2 \times \text{turnover 2016}) + (3 \times \text{turnover 2017}))}{6}$$

By signing the European Single Procurement Document, the Candidate affirms that it meets the aforementioned Suitability Requirement.

Motivation:

Given the importance of the service that is the subject of this tender, its impact on the Principal's reputation and its direct relationship to the strategic objective of becoming "Europe's Preferred Airport", it is important to the Contracting Party that the Tenderer to which the Engagement is awarded can develop and grow in tandem with the Principal. Having a sufficient financial and economic basis is, in the context of the Principal's ambitions for growth, essential to ensuring the continuity of high-quality services.

Burden of proof:

The relevant financial statements for the years referred to above must be supplied within 10 days of the Contracting Party's request.

6.3 Suitability Requirements: Technical and professional capability

The Candidate must be technically and organizationally capable of performing the Engagement within the conditions set by the Contracting Party with regard to time, quality and costs. The satisfaction of these requirements can be demonstrated by means of one Reference for each Core Competency.

A maximum of one reference project or reference contract may be submitted for each Core Competency; a single reference project/contract may be used to demonstrate multiple Core Competencies.

6.3.1 SR2: Core Competencies/References:

The Candidate must demonstrate by means of one or more References that it has Core Competencies which the Contracting Party deems necessary for the proper performance of the Engagement. To this end it may refer to competencies that it has gained in the performance of Engagements which the Candidate completed on time no longer than three years previously – calculated from the closing date for Applications – including any granted postponement.

The satisfaction of these requirements can be demonstrated by means of one Reference for each Core Competency, as referred to in Section 8.2.a of ARN2016. A maximum of one reference may be submitted for each Core Competency; a single Reference may be used,

however, to demonstrate multiple Core Competencies. This must be done by completing the form in Standard Form E when submitting the Application.

In Standard Form E you must enter at least the following information concerning the Reference demonstrating that you fulfil the Core Competencies:

- The name of the organization;
- A brief description of the main activities of the organization;
- The size of the engagement per year in euros;
- A brief description of the services provided for the organization;
- The term of the contract for the engagement;
- The name and telephone number of the contact person of the organization in which the Engagement was performed.

Core competency 1

The Candidate must submit one relevant reference showing that it has experience of **organizing and executing customer-driven services (consisting of at least a service desk, telephone availability, and after-sales service) on a continuous (24x7) basis.**

Core competency 2

The Candidate must submit one relevant reference showing that it has experience of **organizing and performing driver services in combination with storing and managing more than 150 cars simultaneously.**

6.3.2 SR3: Quality control requirements

A statement as requested in Section 3.70 of AW 2012 is required. If an Application is made by a Candidate consisting of a Consortium, this requirement need only be satisfied by the Consortium Member responsible for executing the activity requiring the quality control scheme during the performance of the Engagement.

The Candidate must have a quality assurance system that describes at least the following topics:

1. Quality management
 - a. General quality requirements
 - b. Documentation requirements; recording of procedures and work processes
2. Board responsibility
 - a. Involvement of the board
 - b. Customer orientation; determines the needs and expectations of customer
 - c. Company quality policy
 - d. Scheduling: measuring progress on reaching targets
 - e. Delegation of tasks, powers and responsibilities
3. Resource management: education, training, facilities
4. Performance of the work:
 - a. Process description
 - b. Customer requirements
 - c. Purchase of goods and services relating to the performance of the work
 - d. Process control
 - e. Management of measurement tools (calibration of measuring equipment)
5. Measurement, analysis and improvement
 - a. Method of recording quality assessment
 - b. Customer satisfaction measurement
 - c. Deviating products
 - d. Analysis of quality data
 - e. Improvement process

The Candidate can show that the aforementioned Suitability Requirement is met by:

1. a valid certificate issued according to European standards EN ISO-9000 (EN29000) that has been issued by an independent certification agency or by agencies that meet the European standards for certification; or
2. equivalent certification(s) or statement(s) (less than one year old) showing that the aspects of the quality assurance system described above satisfy the standards of ISO-9000. This certification or statement must be duly signed by:
 - a. an independent quality auditor registered in the International Register of Certificated Auditors (IRCA), or
3. a certification institute that is accredited under the ISO/ICE17021 standard to certify quality assurance systems; or
4. a description of the operational quality system that is equivalent to the ISO-9000 standards in terms of the aspects described above, and which in any case includes:
5. the applicable internal quality manual (or its table of contents);
6. reports of recent and regular quality audits conducted by an independent third party or other proof that quality is continuously monitored; or
7. other proof of measures taken to assure quality that are equivalent to the requirements underlying the ISO-9000 standard with regard to the aspects described above (as determined exclusively by the Contracting Party).

The supporting document must contain at least the following information:

- standard;
- scope;
- issue date;
- expiry date.

The expiry date of the certificate or statement(s) must not precede the submission date of the Application.

By signing the European Single Procurement Document, the Candidate affirms that it meets the aforementioned Suitability Requirement.

6.3.3 SR4: Requirements regarding the Dutch language

At the time of the Application the Candidate must submit a statement using Standard Form F that the personnel responsible for and managing the performance of the Engagement have a written and spoken command of Dutch.

6.3.4 SR5: Statement of availability of third party/parties

If applicable, a statement in accordance with Section 11 of ARN²⁰¹⁶ must be provided.

7 Selection Criteria

If the assessment of Grounds for Exclusion and (minimum) Suitability Requirements establishes that more than five (5) Candidates are suitable, the Contracting Party will rank the suitable Candidates in the manner referred to in Section 12 of ARN²⁰¹⁶. The order of precedence will be determined by the total number of points each Candidate scores.

The overviews below describe the weighting of the various Selection Criteria and the maximum number of points that can be awarded.

The overview below describes the weighting of the various Selection Criteria and the maximum number of points that can be awarded.

| Selection Criteria, weighting and score | |
|---|-----------|
| Criterion | Weighting |
| 1) Qualitative selection criterion A | Max 25 |
| 2) Qualitative selection criterion B | Max 20 |
| 3) Qualitative selection criterion C | Max 20 |
| 4) Qualitative selection criterion D | Max 10 |
| 5) Qualitative selection criterion E | Max 25 |
| Total | 100 |

For qualitative selection criteria A – D (reference engagements), the selected parties must submit a statement of satisfaction showing that the reference engagement was satisfactorily performed.

7.1 Substantive assessment of the reference project (Qualitative selection criterion A)

Using the form in Appendix 2, the Candidate can submit one relevant reference showing that it has experience with “handling Valet parking events (including customer-driven services) each year”.

The reference project must show clearly that all of the aforementioned criteria are satisfied. No points will be awarded in cases of doubt.

Assessment

< 5,000 Valet parking events/year: 5 points or;
 ≥ 5,000 and <30,000 Valet parking events/year: 15 points or;
 ≥ 30,000 Valet parking events/year: 25 points.

7.2 Substantive assessment of the reference project (Qualitative selection criterion B)

Using the form in Appendix 2, the Candidate can submit one relevant reference showing that it has experience with “handling parking events with varying multi-day durations in a 24x7 environment”.

The reference project must show clearly that all of the aforementioned criteria are satisfied. No points will be awarded in cases of doubt.

Assessment

- Experience of parking events with varying parking durations: 10 points;
- Experience of parking events in a 24x7 environment: 10 points.

7.3 Substantive assessment of the reference project (Qualitative selection criterion C)

Using the form in Appendix 2, the Candidate can submit one relevant reference showing that it has experience of “relevant ICT support (scheduling, reporting, driver support) for the operational handling of Valet driver services combined with storing and managing cars”.

The reference project must show clearly that all of the aforementioned criteria are satisfied. No points will be awarded in cases of doubt.

Assessment

- Scheduling system through which the most efficient use of both drivers and the various locations is planned based on expected arrival and departure patterns of passengers and the number of spaces available at the drop-off/pick-up location and available parking locations: 5 points or;
- System for checking in and keeping track of cars and their keys so as to be able to determine at all times where the car and keys are, which driver drove the car and how the car was driven (speed and GPS location), and which damage checks were carried out: 5 points or;
- System for supporting drivers with operational handling: 5 points or;
- System for reporting on the number of events handled and travel times: 5 points.

7.4 Substantive assessment of the reference project (Qualitative selection criterion D)

Using the form in Appendix 2, the Candidate can submit one relevant reference showing that it has experience of “performing contract management, financial accounting and invoicing for an external principal in a B2B environment”.

Assessment

- Experience: 10 points;
- No experience: 0 points.

The reference project must show clearly that all of the aforementioned criteria are satisfied.
No points will be awarded in cases of doubt.

7.5 Substantive assessment “Vision on serving a diversity of customer groups in relation to an operational service” (Qualitative selection criterion E)

The Candidate must demonstrate that it has a vision/philosophy on serving a diversity of customer groups in relation to an operational service. To that end, the Candidate must provide a description of this vision (maximum of 2 sides of A4, incl. illustrations/appendices).

Assessment:

The Contracting Party will assess the vision documents received on a comparative basis with regard to 1) specific applicability and 2) whether it is realistic. The answers received will be assessed individually in terms of their strengths and weaknesses by the entire assessment team (assessment committee). During a joint meeting of the assessment team, an overall assessment will be drawn up (including the strengths and weaknesses of each Tenderer).

- Candidate with the highest assessment: 25 points
- Candidate with the second-highest assessment: 15 points
- Candidate with the third-highest assessment: 5 points
- Candidate(s) with lower assessment(s): 0 points.

If the Contracting Party considers that there are no marked differences between two (or more) vision documents, the same assessment may be given.

Standard Form A – Checklist

The Application must be arranged in accordance with the structure below. The checklist completed and signed by a legally authorized representative must be enclosed with the Application.

| Subject | Check questions | Enter: Yes / No |
|------------|--|-----------------|
| Par. 4.3 | Application submitted by 9 a.m. on 16-07-2018 via TenderNed? | |
| Par. 4.9.1 | Application drawn up in Dutch and/or English? | |
| Various | Standard Forms completed, signed and enclosed? | |

| Documents to be submitted with Application | | | |
|--|---------------|-------------|-----------------|
| Description of question/requested item | Format | Explanation | Enter: Yes / No |
| Checklist <i>fully completed and duly signed</i> | St. F. A | | |
| ESPD (scanned version) <i>fully completed and duly signed</i> | St. F. B | Chapter 6 | |
| Proof of registration in the national professional/commercial register (Ch. of Comm.) <i>for every Consortium Member or third party engaged in the performance of the engagement (if applicable)</i> | none supplied | Chapter 6 | |
| Recourse to financial capacity of third party, including Supporting Documents <i>(If Candidate wishes to have such recourse)</i> | St. F. C | Chapter 6 | |
| Recourse to technical capability of third party, including Supporting Documents <i>(If Candidate wishes to have such recourse)</i> | St. F. D | Chapter 6 | |
| Reference submission <i>including testimonials from the principals</i> | St. F. E | Chapter 6 | |
| Dutch language statement | St. F. F | | |
| Statement on the Formation of a Consortium <i>with detailed substantiation of the Consortium Formation (in case of consortium)</i> | St. F. G | | |

| Supporting Documents to be submitted on request | | | |
|--|---------------|-------------|-----------------|
| Description of question/requested item | Format | Explanation | Enter: Yes / No |
| Statement from the Candidate's Parent Company <i>'none of the other members of the group have applied for the Engagement.'</i> | none supplied | Chapter 4 | |

| | | | |
|---|---------------|-----------|--|
| Statement from the Tax Authorities <i>with regard to the exclusion criterion in accordance with Section 2.86(4) of AW 2012</i> | none supplied | Chapter 6 | |
| Certificate of Good Conduct for Tendering <i>Section 4.1 of AW 2012 (for every Consortium Member or third party engaged in the performance of the Engagement (if applicable))</i> | none supplied | Chapter 6 | |
| Financial Statements | none supplied | Chapter 6 | |
| Statement of liability and availability <i>- Statement of joint and several liability of Consortium Members in compliance with Section 10.4 of ARN ²⁰¹⁶ (if applicable).</i> | none supplied | Chapter 4 | |
| Consortium agreement <i>with organizational chart as referred to in section 10.2 of ARN ²⁰¹⁶ (in case of Consortium)</i> | none supplied | Chapter 4 | |
| Quality Control Statement | none supplied | Chapter 6 | |

The undersigned declares that if required it will submit Supporting Documents within ten (10) calendar days after the first request of the Contracting Party.

| | |
|--|--|
| Name of Candidate | |
| Name of legally authorized representative of Candidate | |
| Position | |
| Signature | |
| Place and date | |

Standard Form B – European Single Procurement Document

The European Single Procurement Document ('UEA') has been added to the Selection Guidelines as a separate .xml-file. The UEA can be filled in by taking the following steps:

1. Save the .xml document on your computer (please don't open the document) by right clicking on "Download" and save;
2. Go to the online tool for generating the UEA. You can find the tool via the following link: <https://ec.europa.eu/tools/espdp/filter?lang=en>
3. Select the option "I am an economic operator"
4. Import the .xml document;
5. Fill in the UEA
6. Print (use Ctrl+P for each individual webpage) the UEA;
7. Upload the legally signed UEA in pdf-format in TenderNed, as part of your application.

FOR INFORMATION

Standard Form C – Recourse to financial capacity

The undersigned declare that

- [Name of Candidate], with regard to the requirement stated in section Error! Reference source not found. of the Selection Guidelines, has recourse to the resources of [name of third party];
- [name of third party], as evidenced by the enclosed Supporting Document, fulfils this requirement solely or jointly with [name of Candidate];
- [name of Candidate] will, in the event that the Engagement is awarded to [name of Candidate], have free access throughout the term of the Engagement, at its first request, to the resources of [name of third party] necessary for the performance of the Engagement;
- [name of third party] acts fully and unconditionally as guarantor for the Principal in the event that the Engagement is awarded to [name of Candidate] with regard to compliance with the obligations arising from the Engagement. (In the event of recourse to data of the holding or parent company, a so-called 2:403 statement must be enclosed with this Standard Form if such statement is available.)

The undersigned declare that they have signed this statement truthfully and that they are legally authorized to do so.

The undersigned agree that on the basis of Section 3.68 in conjunction with 2.102 of AW 2012 the Principal may request additional documentation and information.

Third party

| | |
|--|--|
| Name of third-party company | |
| Name of legally authorized representative of third party | |
| Position | |
| Signature of legally authorized representative | |
| Place and date | |

Signed for approval:

Candidate

| | |
|--|--|
| Name of Candidate | |
| Name of legally authorized representative of Candidate | |
| Position | |
| Signature of legally authorized representative | |
| Place and date | |

Standard Form D – Recourse to technical capability

The undersigned declare that

- **[Name of Candidate]**, with regard to the requirement stated in section **Error! Reference source not found.** of the Selection Guidelines, has recourse to the resources of **[name of third party]**;
- **[name of third party]**, as evidenced by the enclosed Supporting Document, fulfils this requirement solely or jointly with **[name of Candidate]**;
- **[name of Candidate]** will, in the event that the Engagement is awarded to **[name of Candidate]**, have free access throughout the term of the Engagement, at its first request, to the resources of **[name of third party]** necessary for the performance of the Engagement;
- **[name of Candidate]** will engage **[name of third party]** at the first request of the Principal as a subcontractor in the performance of the Engagement.

[name of third party] will be engaged for the following part(s) of the Engagement:

- ...

The undersigned declare that they have signed this statement truthfully and that they are legally authorized to do so.

The undersigned agree that on the basis of Section 3.68 in conjunction with 2.102 of AW 2012 the Principal may request additional documentation and information.

Third party

| | |
|--|--|
| Name of third-party company | |
| Name of legally authorized representative of third party | |
| Position | |
| Signature of legally authorized representative | |
| Place and date | |

Signed for approval:

Candidate

| | |
|--|--|
| Name of Candidate | |
| Name of legally authorized representative of Candidate | |
| Position | |
| Signature of legally authorized representative | |
| Place and date | |

Standard Form E – Details of Core Competency/Reference

The Candidate must use the table below to submit References. The Candidate must use a separate form for each Reference.

| Details of awarding body or company | | |
|-------------------------------------|--|---|
| | Relationship to Core Competency 1: | The Candidate must submit one relevant reference showing that it has experience of organizing and executing customer-driven services (consisting of at least a service desk, telephone availability, and after-sales service) on a continuous (24x7) basis. |
| 1) | Name of awarding body or company | |
| | Address | |
| | Postcode and town/city | |
| 2) | Name of contact person of awarding body or company | |
| | Position | |
| | Telephone number | |
| | E-mail address | |
| | Sector/type of reference | |
| Project details | | |
| 3) | Execution period in months | |
| | Start and end date | |
| | Reason for termination | |
| 4) | Contract value of whole engagement | € |
| | Annual turnover | € |
| 5) | Description of type of engagement | |

The undersigned declares that it has completed the above table truthfully.

The undersigned also declares that if required it will submit Supporting Documents within ten (10) calendar days after the first request of the Contracting Party.

| | |
|--|--|
| Name of Candidate | |
| Name of legally authorized representative of Candidate | |
| Position | |
| Signature | |
| Place and date | |

FOR INFORMATION

| Details of awarding body or company | | |
|-------------------------------------|--|--|
| | Relationship to Core Competency 2: | The Candidate must submit one relevant reference showing that it has experience of organizing and performing driver services in combination with storing and managing more than 150 cars simultaneously. |
| 1) | Name of awarding body or company | |
| | Address | |
| | Postcode and town/city | |
| 2) | Name of contact person of awarding body or company | |
| | Position | |
| | Telephone number | |
| | E-mail address | |
| | Sector/type of reference | |
| Project details | | |
| 3) | Execution period in months | |
| | Start and end date | |
| | Reason for termination | |
| 4) | Contract value of whole engagement | € |
| | Annual turnover | € |
| 5) | Description of type of engagement | |

The undersigned declares that it has completed the above table truthfully.

The undersigned also declares that if required it will submit Supporting Documents within ten (10) calendar days after the first request of the Contracting Party.

| | |
|--|--|
| Name of Candidate | |
| Name of legally authorized representative of Candidate | |
| Position | |
| Signature | |

| | |
|----------------|--|
| | |
| Place and date | |

FOR INFORMATION

| Details of awarding body or company | | |
|-------------------------------------|--|---|
| | Relationship to Selection Criterion a: | Using the form in Appendix 2, the Candidate can submit one relevant reference showing that it has experience with "handling Valet parking events (including customer-driven services) each year". |
| 1) | Name of awarding body or company | |
| | Address | |
| | Postcode and town/city | |
| 2) | Name of contact person of awarding body or company | |
| | Position | |
| | Telephone number | |
| | E-mail address | |
| | Sector/type of reference | |
| Project details | | |
| 3) | Execution period in months | |
| | Start and end date | |
| | Reason for termination | |
| 4) | Contract value of whole engagement | € |
| | Annual turnover | € |
| 5) | Description of type of engagement | |

The undersigned declares that it has completed the above table truthfully.

The undersigned also declares that if required it will submit Supporting Documents within ten (10) calendar days after the first request of the Contracting Party.

| | |
|--|--|
| Name of Candidate | |
| Name of legally authorized representative of Candidate | |
| Position | |
| Signature | |

| | |
|----------------|--|
| | |
| Place and date | |

FOR INFORMATION

| Details of awarding body or company | | |
|-------------------------------------|--|---|
| | Relationship to Selection Criterion B: | Using the form in Appendix 2, the Candidate can submit one relevant reference showing that it has experience with "handling parking events with varying multi-day durations in a 24x7 environment". |
| 1) | Name of awarding body or company | |
| | Address | |
| | Postcode and town/city | |
| 2) | Name of contact person of awarding body or company | |
| | Position | |
| | Telephone number | |
| | E-mail address | |
| | Sector/type of reference | |
| Project details | | |
| 3) | Execution period in months | |
| | Start and end date | |
| | Reason for termination | |
| 4) | Contract value of whole engagement | € |
| | Annual turnover | € |
| 5) | Description of type of engagement | |

The undersigned declares that it has completed the above table truthfully.

The undersigned also declares that if required it will submit Supporting Documents within ten (10) calendar days after the first request of the Contracting Party.

| | |
|--|--|
| Name of Candidate | |
| Name of legally authorized representative of Candidate | |
| Position | |
| Signature | |

| | |
|----------------|--|
| | |
| Place and date | |

FOR INFORMATION

| Details of awarding body or company | | |
|-------------------------------------|--|---|
| | Relationship to Selection Criterion C: | Using the form in Appendix 2, the Candidate can submit one relevant reference showing that it has experience of "relevant ICT support (scheduling, reporting, driver support) for the operational handling of Valet driver services combined with storing and managing cars". |
| 1) | Name of awarding body or company | |
| | Address | |
| | Postcode and town/city | |
| 2) | Name of contact person of awarding body or company | |
| | Position | |
| | Telephone number | |
| | E-mail address | |
| | Sector/type of reference | |
| Project details | | |
| 3) | Execution period in months | |
| | Start and end date | |
| | Reason for termination | |
| 4) | Contract value of whole engagement | € |
| | Annual turnover | € |
| 5) | Description of type of engagement | |

The undersigned declares that it has completed the above table truthfully.

The undersigned also declares that if required it will submit Supporting Documents within ten (10) calendar days after the first request of the Contracting Party.

| | |
|--|--|
| Name of Candidate | |
| Name of legally authorized representative of Candidate | |
| Position | |

| | |
|----------------|--|
| Signature | |
| Place and date | |

FOR INFORMATION

| Details of awarding body or company | | |
|-------------------------------------|--|--|
| | Relationship to Selection Criterion D: | Using the form in Appendix 2, the Candidate can submit one relevant reference showing that it has experience of "performing contract management, financial accounting and invoicing for an external principal in a B2B environment". |
| 1) | Name of awarding body or company | |
| | Address | |
| | Postcode and town/city | |
| 2) | Name of contact person of awarding body or company | |
| | Position | |
| | Telephone number | |
| | E-mail address | |
| | Sector/type of reference | |
| Project details | | |
| 3) | Execution period in months | |
| | Start and end date | |
| | Reason for termination | |
| 4) | Contract value of whole engagement | € |
| | Annual turnover | € |
| 5) | Description of type of engagement | |

The undersigned declares that it has completed the above table truthfully.

The undersigned also declares that if required it will submit Supporting Documents within ten (10) calendar days after the first request of the Contracting Party.

| | |
|--|--|
| Name of Candidate | |
| Name of legally authorized representative of Candidate | |
| Position | |

| | |
|----------------|--|
| Signature | |
| Place and date | |

FOR INFORMATION

Standard Form F – Dutch language statement

The Candidate declares, in accordance with Section 6.3.3, that the personnel responsible for and managing the performance of the Engagement have a written and spoken command of Dutch.

Yes

| | |
|--|--|
| Name of Candidate | |
| Name of legally authorized representative of Candidate | |
| Position | |
| Signature | |
| Place and date | |

FOR INFORMATION

Standard Form G – Statement on the Formation of a Consortium

When submitting an Application a Consortium must submit a Statement on the Formation of a Consortium.

The Candidate is a Consortium because:

STATEMENT:

(state the number, significance and capacity of the Consortium Members in relation to the work/delivery/services to be provided)

If a Consortium is formed, the Candidate must also, no later than ten (10) calendar days after the announcement of the (provisional) selection result, submit a Consortium agreement with an organizational chart, as well as a statement concerning acceptance of joint and several liability, in accordance with the requirements of Sections 10.2 and 10.4 of ARN²⁰¹⁶.

The undersigned declares that it has signed this statement truthfully and is legally authorized to do so.

| | |
|--|--|
| Name of Candidate | |
| Name of legally authorized representative of Candidate | |
| Position | |
| Signature | |
| Place and date | |

Appendix 1 – ARN2016

The 2016 Dutch Tendering Regulations for the Utilities Sectors are enclosed with these Selection Guidelines as a separate document.

FOR INFORMATION

Appendix 2 – Template Information Notice

See enclosed Excel-file.

FOR INFORMATION

Appendix 3 – Six steps to bidding through TenderNed

See enclosed PDF-file.

FOR INFORMATION

END OF DOCUMENT