

Annex 5.4 Catalogue of award criteria for evaluation of offers

Category	Criteria	Description	Weighting
Price	The total price for the capacity booking services	The the total price for the capacity booking services shall cover all the costs that the involved TSO(s) shall pay to the Capacity Booking Platform Operator for using the services required by the EU legal requirements, the national requirements and any other services available on the platform, in a three-year period.	40
Governance	User input & Continuing development	Presence of a body for collecting and assessing (non-binding) input of platform users (e.g. advisory board or similar governance instrument) & Level of planned future development of platform	[confidential]

<p style="text-align: center;">Reliability and security (IT)</p>	<p>Peak service load & Data backup and security & Measures for data security and confidentiality & Secure platform access for network users</p>	<p>IT Infrastructure capacity available and used, and scalability of IT infrastructure to deal with a high amount of transactions, users, etc.</p> <p>Data backup, data retention and data security processes, standards and policies. & Adequacy of data management practices & Data security protocols in place for network user access.</p>	<p>[confidential]</p>
<p style="text-align: center;">User friendliness</p>	<p>Graphical User Interface (GUI) of the platform & Helpdesk in English & Helpdesk availability</p>	<p>Effective GUI in English and/or other languages & Support available in English and other languages & Helpdesk availability within or outside business hours</p>	<p>[confidential]</p>