

## Call for tenders' details

Title: Security and safety services Luxembourg.

Start date: 20/07/2017

Time limit for receipt of tenders: 08/09/2017

Contracting authority: European Investment Bank (EIB)

Status: Closed

## Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	31/07/2017 15:49	17/08/2017 10:45	Question about SECURITY & SAFETY SERVICES IN LUXEMBOURG For the EIB Group LZ-1390	As part of the legal obligations of employees taking over in Luxembourg, can you provide us with the salary conditions of the current agents of the current supplier. This information is essential in order to give you a price offer in full knowledge of the facts.	<b>17/08/2017</b> We have no information regarding the salary of employees of the private company. <b>23/08/2017</b> Please also refer to section E.4 "Transfer of Employees "of the General Specifications
2	31/07/2017 15:49	17/08/2017 10:46	Question about SECURITY & SAFETY SERVICES IN LUXEMBOURG For the EIB Group LZ-1390	You ask that the price be fixed for the duration of the contract. Does this duration include the 2 options of 1 year. Can we increase the price after the first period of 3 years or must we give a fixed price for the 5 years possible?	<b>17/08/2017</b> The price must be fixed for the entire duration of the contract (3 years +1+1)

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#	Submission date	Publication date	Question subject	Question	Answer
3	31/07/2017 15:49	17/08/2017 10:50	Question about SECURITY & SAFETY SERVICES IN LUXEMBOURG For the EIB Group LZ-1390	What is the method of awarding points for CVs? For Service Coordinator you can award 12 points. Is that 12 points are acquired if the cv corresponds to 100% to your specifications? If several companies have CVs corresponding to 100% of the profile requirements in question, have they all 12 points?	<b>17/08/2017</b> Please refer to § 2.2 "Award criteria" in the document "CFT-1390_INSTRUCTIONS TO TENDERERS"
4	31/07/2017 15:49	17/08/2017 10:52	Question about SECURITY & SAFETY SERVICES IN LUXEMBOURG For the EIB Group LZ-1390	Concerning reporting, you mention a written report. What is the current reporting method? Would you like a computerized reporting? a) Does the contracting authority authorize the contractor's PCs located on the premises of the EIB to communicate with the contractor's server (database) located outside the premises of the EIB? b) If the answer to the question a) is no, does the contractor have to install a server on the premises of the EIB or does the EIB make a (virtual) server available? c) If the answer to the question a) is no, is the Contractor entitled to have permanent or one-off remote access to the facility for maintenance?	<b>17/08/2017</b> Reports should be done using a given form of the client and are expected accordingly with the Client request. The contractor PCs will be allowed to communicate with their own database.
5	31/07/2017 15:49	17/08/2017 10:53	Question about SECURITY & SAFETY SERVICES IN LUXEMBOURG For the EIB Group LZ-1390	In your Annex A.1. Form 10-Technical and professional capacity.docx you request the "Volume of the Company in EUR". Which "Company" does you refer to?	<b>17/08/2017</b> In the form A1-10, we refer by "Company" to the Tenderer company and we request the volume of the Tenderer in this project.

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6	31/07/2017 15:49	17/08/2017 10:54	Question about SECURITY & SAFETY SERVICES IN LUXEMBOURG For the EIB Group LZ-1390	In your "bonus-malus" system you mention that the maximum malus is - 3% of the total contract price. However, in your example you explain how to calculate the retention payment if the malus malus (3%) is exceeded. You cap this payment retention on top of the maximum malus as being 30% of the next bill. Can you clarify?	<b>17/08/2017</b> The bonus/malus cannot exceed 3% of the total contract value AND cannot exceed 3% of the total quarter invoice. Payment retention is not capped and may therefore reach the total payment amount payable without exceeding such amount.
7	09/08/2017 12:19	17/08/2017 10:57	Clarification questions CFT-1390_ Instruction to tenderers: Lot 2 Sub criterion 2.2.1	We have done projects in Europe and elsewhere however have not delivered a project in Luxemburg, does this disqualified us from the tendering process?	<b>17/08/2017</b> Your question refers to the selection criteria. In order to prove your economic and financial capacity as well as your technical and professional capacity, the Tenderer must comply with all the selection criteria detailed in the document "CFT-1390_ Instruction to tenderers" As mentioned in this document, "(...) tenderers who do not satisfy the selection criteria and therefore their Tenders will be rejected."
8	09/08/2017 12:19	17/08/2017 10:59	Clarification questions CFT-1390 General Specifications SEC LUX. Section D7	We are a group organisation, can we be treated as a single entity or do we need to identify business units as sub-contractors?	<b>17/08/2017</b> We kindly ask you to revert to § 1.4, § 1.5 and § 1.6 of the document "CFT-1390_ Instruction to tenderers"

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#	Submission date	Publication date	Question subject	Question	Answer
9	09/08/2017 12:19	17/08/2017 11:00	Clarification questions Section: CFT-1390 General Specifications SEC LUX. Section D2	Can we confirm that Lot's 2 and 3 can be treated independently of each other?	<b>17/08/2017</b> The Tender is divided into 3 lots and each Tender will be assessed separately.
10	10/08/2017 10:03	17/08/2017 11:00	Pricing and legal obligations	We understand that during the duration of the contract including extension periods, price are fixed and no price revision is possible even in case of mandatory National salary increase applicable by law in Luxembourg as well as Collective Labour Agreement driven salary increase applicable for all the industry. Is this correct ?	<b>17/08/2017</b> Yes, this is correct.
11	10/08/2017 10:03	17/08/2017 11:01	Lot 1 Subcriteria	In Annex A.1 Form 10: "Technical and professional capacity" is mentioned that it should be used for sub criteria 2.1.5 and 2.1.6 as well. However we could only find the definitions of sub criteria 2.1.1 to 2.1.4 in Volume 1 of the Tender for Lot 1. What are sub criteria 2.1.5 and 2.1.6?	<b>17/08/2017</b> All references to 2.1.5 and 2.1.6 should disregard

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#	Submission date	Publication date	Question subject	Question	Answer
12	11/08/2017 15:59	17/08/2017 11:02	Discrepancy in VOLUME 1 (Instructions to Tenderers) for lots 2 and 3	There seems to be a discrepancy in VOLUME 1 (Instructions to Tenderers) for lots 2 and 3. The maximum number of pages for the study case is 10, as indicated in chapter 3.2.5 (criterion 4). On the other hand, the maximum number of pages for the study case is 5, as mentioned in the summary table on page 20. Please, could you clarify ? Thanks	<b>17/08/2017</b> Please consider 5 pages ONLY as mentioned in summary table.
13	16/08/2017 11:30	23/08/2017 15:20	Costing Query	Annex A.1 Form 14.2  How are contract administration costs to be presented? Are they to be added to daily rates or submitted separately?	<b>23/08/2017</b> The administration costs should be included in the daily as indicated in the Annex A.1 Form 14.2 "The daily rates shall include all expenses, except for authorised travel and accommodation expenses which will be refunded separately"
14	16/08/2017 16:31	23/08/2017 15:21	Administrative documentation	In the Volume 1 « Instructions to Tenderers » page 20, Part C – Financial Offer – the required document is Annex A.1. Form 11. However, this annex is the “CV Template”. Please, confirm that the required document for the financial offer is Annex A.1.14 (.1 if lot 1)?	<b>23/08/2017</b> The financial forms are in Annex A.1 Form 14... (and not 11) For lot 1 = Form 14.1, for Lot 2 = Form 14.2, for Lot 3 = Form 14.3

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#	Submission date	Publication date	Question subject	Question	Answer
15	16/08/2017 16:32	23/08/2017 15:22	Administrative documentation	In the volume 1 "Instructions to Tenderers" p.4 "1.4 Joint Tenders", the liability between members should be specified in the "Deed of Undertaking (Annex 2 to the General Administrative and Submission Clauses)", which we could not find. Please, confirm that you need the "Deed of Undertaking Annex A.1. Form 06" instead of an Annex 2?	<b>23/08/2017</b> Correct. The form "Deed of Undertaking" is to be found on Annex A.1 Form 06 of the Volume 1 "Instructions to Tenderers"

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#	Submission date	Publication date	Question subject	Question	Answer
16	16/08/2017 16:34	23/08/2017 15:27	Financial Offer - Employees information	<p>As required by the new local regulations of Luxembourg ("Convention Collective de Travail" for employees working in security and guarding companies), the new contractor has the obligation of keeping 100% of the employees of the previous contract and preserve their social rights. In order to allow a fair pricing and to not favor the previous contract owner :</p> <p>Please, could you provide us with the list of the employees of the previous contract and all the information related to their employment such as salary, grades, seniority bonus, premiums, social rights, etc. ?</p> <p>If the EIB does not have such information, please, could you confirm that the previous contract owner will share all these information in order to allow us to provide the EIB with a pricing based on the real human resources cost?</p>	<p><b>23/08/2017</b> See answer to question 1. Please refer to Luxembourgish law. Pricing must follow the Financial Form provided</p>

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#	Submission date	Publication date	Question subject	Question	Answer
17	16/08/2017 16:35	23/08/2017 15:32	Administrative documentation	<p>In the volume 1 “Instructions to Tenderer” p.4 “1.4 Joint Tenders” the 5th paragraph stipulates that the members of the consortium shall designate a consortium leader with full authority in relation to the General Terms and Conditions attached to the Model Framework Agreement and the General Terms and Conditions (Annex 5 to the General Administrative and Submission Clauses).</p> <p>However the Framework Agreement in the Annexes is designed for lot 2 and lot 3 and there is no Annex 5 to the General Administrative and Submission Clauses nor in the General Terms and Conditions for Provision of Services.</p> <p>In case of a consortium applying for lot 1, do we have to fill the model framework agreement designed for lot 2 and 3? Otherwise, can we have access to the annex 5 of the General Administrative and Submission Clauses related to the General Terms and Conditions of Services?</p>	<p><b>23/08/2017</b></p> <p>The annexes concerning consortia for all lots are the following:</p> <ul style="list-style-type: none"> <li>- Annex A.1. Form 3: Consortium administrative information</li> <li>- Annex A.1. Form 4: Consortium member declaration</li> </ul>



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#	Submission date	Publication date	Question subject	Question	Answer
18	16/08/2017 16:39	23/08/2017 15:32	Financial Offer - watch dog services	In order to allow a fair pricing and as we could not observe the implementation of watch dog services during the site visit, could you please clarify the following: Is there "watch areas" for dogs on the posts needing watch dogs? By "watch area" we imply a space, like a kennel, where the dog is under a shelter away from people and protected from bad weather. If there is no such "watch areas", should the contractor give a pricing for kennels? In that case, will the EIB provide free spaces for the kennels and water points?	<b>23/08/2017</b> The client requires security officers with guard dogs. Any equipment including kennels or any other type of shelter for these dogs shall be provided by the service provider at their expenses.
19	16/08/2017 16:48	23/08/2017 15:33	Technical offer - Watch dog services	The watch dog mission will be carried out by 4 agents from 6.30 to 22.00 on 9 sites. We understand that the agents and the watch dogs will be asked to move from a site to another, conducting regular patrols between the sites. Should the contractor provide additional equipment adapted to the transportation of animals? Furthermore, are these agents deployed two-by-two or one-by-one?	<b>23/08/2017</b> The client requires as an option security officers with guard dogs at WKI and/or EKI buildings. Any equipment including appropriate means of transportation shall be provided by the service provider at their expenses. According to the current state of play it is foreseen as an option to apply two security officers with guard dogs per shift on working days from 8 h to 22 h.

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#	Submission date	Publication date	Question subject	Question	Answer
20	16/08/2017 16:50	23/08/2017 15:35	Financial offer - explosive detection dogs	In the Annex A.1 Form. 14.1 "Bill of Quantities", option 3, the explosives detection dogs are scheduled on a night shift. 1. Does it imply that there is no need for explosives detection dogs on the day shift? 2. Or is this detection mission will be carried out by agents equipped with analyzer observed in the control room while the site visit ? 3. Could you clarify why explosives detection dogs are only required on a night shift while the EIB is open during the day, in business hours?	<b>23/08/2017</b> 1. Correct, there is no need for explosive detection dogs on day shift 2. Yes 3. According to the current state of play the client intends to receive deliveries on working days from 23 h to 5 h and the security officers with explosives detection dogs will be applied for security checks of deliveries.
21	16/08/2017 16:51	23/08/2017 15:35	Watch dog services	In order to control the animal's chips, does the EIB have in its possession a veterinarian chip reader? If not, should the contractor provide such additional equipment to client?	<b>23/08/2017</b> Any applicable legal obligation regarding veterinarian examination of dogs shall be the responsibility of the service provider at their expenses
22	16/08/2017 16:52	23/08/2017 15:36	Financial Offer - equipment	In order to allow a fair pricing, could you please clarify if the contractor should provide magnetometers, defibrillators, wheeling chairs, megaphones, first aid materials, key cabinets (TRAKA), and other materials observed during the site visit ? Or will the BEI provide the contractor with these equipment?	<b>23/08/2017</b> The service provider shall provide megaphones only, the other mentioned equipment are currently owned by the EIB

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#	Submission date	Publication date	Question subject	Question	Answer
23	16/08/2017 16:53	23/08/2017 15:36	Financial Offer - badges	In the volume 3 Technical Specifications for lot 1, page 6, 3.2.2 it is written that the client should produce, issue and take back temporary badges. Moreover, in page 21 "Financial Costs" it is written that the costs include "printer cartridges badges". Please confirm that the contractor should provide the badges for staff and visitors. In which case, can you specify how many visitors are estimated to visit the EIB every year in order to prepare the most accurate pricing and quantity of badges required? Also, should the contractor provide the badge maker?	<b>23/08/2017</b> The client will provide chip enabled cards for the production of permanent badges as well as non-chip enabled cards for the production of temporary badges. The EIB Group in Luxembourg has approximately 70000 - 80000 visits per calendar year
24	16/08/2017 16:53	23/08/2017 15:37	Technical offer - vehicles	In the "Description of the required Security and Safety operations Services (LOT1) article 3.2.7 Security Driver Services": Could you clarify what you mean by "maintenance of the vehicles"?	<b>23/08/2017</b> The service provider shall provide vehicles including gas, maintenance, repairs and so on for the transportation of their staff at their expenses
25	16/08/2017 16:54	23/08/2017 15:37	Offices for staff	Can you indicate if the EIB will provide free offices for contractors inside the premises ?	<b>23/08/2017</b> The client will provide work stations in office rooms for particular staff of the service provider including services coordinator, deputy services coordinator, shift coordinators and access control administrators.

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#	Submission date	Publication date	Question subject	Question	Answer
26	16/08/2017 16:55	23/08/2017 15:39	Financial offer - equipment	In the "Description of the required Security and Safety operations Services (LOT1) 6. Financial Costs": 1. What is the technology used for the radio network : UHF, Tetra, or another ? 2. Do the alarm devices for individual workers (DATI) belong to the previous contract owner or to BEI ? 3. How many vehicles does the current contractor provide on sites? 4. Does the EIB provide vehicles as well?	<b>23/08/2017</b> 1. Analog 2. EIB Group 3. Two 4. No
27	16/08/2017 16:56	23/08/2017 15:39	Technical offer - communication devices	The devices, software's, and communication devices, internet and phone access are to be put in place by the new contract owner. Does the EIB provide the physical network infrastructure? By physical network infrastructure we imply hub, switch, routers, servers, cabling, ethernet, wireless, etc.	<b>23/08/2017</b> Yes
28	16/08/2017 16:57	23/08/2017 15:40	Technical offer	In the "Instructions to Tenderers", 3.1.1 "Organization and Quality Assurance" it is written that the proposed organization processes should be described in up to 10 pages. We understand that it is 10 one-sided pages (recto = one page, verso = another page). Please confirm that the maximum is 10 one-sided pages ?	<b>23/08/2017</b> Yes confirmed

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#	Submission date	Publication date	Question subject	Question	Answer
29	17/08/2017 13:21	23/08/2017 15:40	Question about Security & Safety Services in Luxembourg	Within the framework of the armed protection team, the team may be led to accompany outside the national territory, whether armed or not ? If yes, please specify the territories to be covered.	<b>23/08/2017</b> In case the client makes use of this option the armed security officers will be applied on EIB premises in Luxembourg only. The Security Officers for personal protection shall be armed when providing their service in Luxembourg or in a foreign country. These foreign countries can not be specified in advance as the EIB Group is acting in its core business on a global level
30	17/08/2017 13:21	23/08/2017 15:41	Question about Security & Safety Services in Luxembourg	Is there a space dedicated to the storage of weapons inside the premises ?	<b>23/08/2017</b> In case the client makes use of this option the client will provide space for the service provider to provide, deliver and install appropriate storage devices at their expenses
31	17/08/2017 13:22	23/08/2017 15:42	Question about the Security & Safety Services in Luxembourg	In additional staff application specifically for additional army delivery under two months ; could we have an idea of maximum volumetry envisaged ?	<b>23/08/2017</b> The wording of this question is not clear. Therefore, an answer is not possible
32	17/08/2017 13:23	23/08/2017 15:42	Question about Security & Safety Services in Luxembourg	As part of the takeover of the personnel according the labour agreement on the security and guarding sector, could you please give us the seniorities, grades, occupancy rate and the benefits/allowance of the actual headcount ?	<b>23/08/2017</b> See answer to question 1.

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#	Submission date	Publication date	Question subject	Question	Answer
33	17/08/2017 13:23	23/08/2017 15:43	Question about Security & Safety Services in Luxembourg	Should we plan a dedicated planner ?	<b>23/08/2017</b> The Tenderer should decide what resources are necessary to conduct the requested services
34	17/08/2017 13:24	23/08/2017 15:43	Question about Security & Safety Services in Luxembourg	Concerning dogs handlers, are we talking about surveillance dogs or sniffing dogs ?	<b>23/08/2017</b> Security officers with guard dogs
35	17/08/2017 13:25	23/08/2017 15:44	Question about Security & Safety Services in Luxembourg	Are there quick charging stations for electric vehicles available on site ?	<b>23/08/2017</b> Yes
36	17/08/2017 13:55	23/08/2017 15:44	Duration of the contract in months	In Annex A.1 Form 14.1: Bill of Quantities LOT 1 the duration of all fixed costs LOT 1 is set by 58 months whereas the maximum duration of the contract is 5 * 12 or 60 months as described on pg 9 General Specifications B.5. Duration of the contract. Why is there a difference of 2 months please?	<b>23/08/2017</b> For Lot 1 the Contractor's mission shall commence before the incumbent contractor's mission is terminated. The Contract will start with a 2-months Transition Period as described in clause E.1. Please refer to section E.1. for details
37	17/08/2017 13:56	23/08/2017 15:45	Form to use for financial proposal	On pg 20 Instructions to Tenderers Part C Financial Offer you refer to Annex A.1 Form 11 instead of 14.1. Can you please modify?	<b>23/08/2017</b> The financial forms are in Annex A.1 Form 14... (and not 11) For lot 1 = Form 14.1, for Lot 2 = Form 14.2, for Lot 3 = Form 14.3

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38	17/08/2017 13:57	23/08/2017 15:45	Storage devices for service weapons	On pg 21 Technical Specifications 6. Financial Costs, storage devices for service weapons are to be provided by the contractor. At what location these storage devices need to be installed? If already installed at EIB premises at this moment, can those be transferred to the new Contractor?	<b>23/08/2017</b> At the WKI, EKI and/or New buildings. Currently there are no such installations on EIB premises.
39	17/08/2017 13:57	23/08/2017 15:46	Lifeguard Service	<p>o On pg 9 Technical Specifications 3.3.7. Lifeguard Service you mention the supervision of the users of the indoor swimming pool with the highest attention and highest care during opening hours. What is your definition of the user of the pool &amp; the average occupation (in numbers) of the pool in function of the type of user please? What are the opening hours per type of user (children vs adults)?</p> <p>o On pg 17 Technical Specifications 4.4.7. Safety Officer, the mission of Lifeguard Service is mentioned as one of the tasks of the Safety Officer. Given the fact that this role falls out of the scope of the law of 12.11.2002 on private security activities, which are the exact missions of the safety guard or to what legislation, level of qualifications and specific skills we need to comply for providing lifeguards?</p>	<p><b>23/08/2017</b> Users are staff members of the EIB Group and their family members (adults and children). The number of users at the same time may not exceed 25 persons. Current swimming pool opening hours are provided in section 3.3.7, Volume 3, Technical specifications. At the present time, there are no specific swimming pool opening hours for children. Please note that currently the swimming pool also opens during the Weekends.</p> <p>The service provider shall fulfill all applicable legal obligations regarding life guard service for users of an indoor swimming pool.</p>

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40	17/08/2017 13:58	23/08/2017 15:47	Security Clearance Certificate	On pg 10 Technical Specifications 4.1. General description you request that all human resources provided need to hold a valid Security Clearance Certificate. Different levels (confidential, secret, very secret) & special classifications (local, EU, NATO) need to be specified to ANS. Which ones do you request please?	<b>23/08/2017</b> The client requires security clearance certificates in accordance with the applicable Luxembourg law that will include the involvement of the Luxembourg Police as of 2018



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#	Submission date	Publication date	Question subject	Question	Answer
41	17/08/2017 13:58	23/08/2017 15:47	- Mandatory Training	<p>o On pg 11 Technical Specifications 4.1. General Description you ask to precise the mandatory training. If we take into account both external recrutement of new security personnel (all levels) as well as internal mobility/promotion of current EIB security personnel to a new role, how many hours do you request minimum per key role?</p> <p>o In addition, in Annex A.1 Form 14.1: Bill of Quantities 7 different Security Officers are mentioned (ref 0,8 -&gt; ref 0,14). On pg 16 &amp; 17 Technical Specifications 4.4.5. Security Officer you quote that SEO shall operate in all areas of Security Operations. During the site visit we observed different types of SEO (incl. Security Control Room guards (CCTV &amp; alarm monitoring), reception guards, patrol or mobile guards, static guards, incident response officers, event protection, etc) as defined on pg 2 of Annex 1. What is the preferred minimum on-the-job training per type of SEO please?</p>	<p><b>23/08/2017</b></p> <p>The service provider shall provide training for their staff on a scale, intensity level as well as frequency level that ensures that their staff is capable to perform the services on a level requested by the client.</p> <p>The client prefers that the service provider provides staff who are capable to perform their roles as of the first day of the service for the client.</p>

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42	17/08/2017 13:59	23/08/2017 15:48	Specific training on client's technical and electronical systems	On pg 11 Technical Specifications 4.1. General Description specific training is requested. In order to fulfill and provide these concrete training needs, what type of technical and electronical systems do you mean? What are references and specifications of the required training per system please?	<b>23/08/2017</b> The client applies systems as shown to the representatives of the bidders when viewing the premises of the client. These systems shall be operated by the staff of the service provider as part of the service for the client.
43	17/08/2017 14:00	23/08/2017 15:48	- Access Control Administrator	o On pg 16 Technical Specifications 4.4.4. Access Control Administrator specific qualifications and skills are defined. As the responsibilities are 100% administrative, what do you mean exactly with the mention of the phrase "Necessary training and/or qualifications in the concerned areas of responsibilities proved by certificates, in particular for the operation of electronical or technical access control and detection devices such as but not limited to operating X-Ray machine, metal detector, handling of watch and/or explosive detection dogs, as well as for armed security services" which is exactly the same phrase as the one for SEO (pg 17 Technical Specifications 4.4.5.) please?	<b>23/08/2017</b> The Security Officers serving as Access Control Administrators shall be able to administrate the relevant personal and technical data regarding permanent/temporary access rights, vehicle parking permissions and door key provisions for EIB Group staff.  In addition, these Security Officers shall be capable to serve in the access control areas of the client's premises to control the access of persons and vehicles.

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#	Submission date	Publication date	Question subject	Question	Answer
44	17/08/2017 14:01	23/08/2017 15:49	Rotation of Security Officers	On pg 16 Technical Specifications 4.4.5. Security Officer you define that SEO shall operate in all of the defined areas of Security Operations. Complementary to the typology of SEO, what is the type and the frequency of the operational rotation?	<b>23/08/2017</b> The Security Officers provided by the service provider shall be capable to serve for the client in all requested areas of security operations. If for this purpose the service provider decides to apply a concept of security officers rotation, then each rotation cycle shall last seven days at least, but not longer than 28 days
45	17/08/2017 14:01	23/08/2017 15:49	Duration of the business travels inside Luxemburg for security drivers	As travel costs outside Luxemburg are at charge of the EIB (pg 8 Technical Specifications 3.2.7. Security Driver Services), the costs of business travels for security drivers (inside Luxemburg) are defined on pg 21 Technical Specification 6. Financial Costs. How many hours counts an average business travel please?	<b>23/08/2017</b> Business travels of EIB Group staff within Luxembourg without overnight stay do not last longer than 10 hours on average

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46	17/08/2017 14:02	23/08/2017 15:50	Transport	On pg 6 Technical Specifications 3.2.4. Detection you mention patrols being realized by security officers 24/365. On pg 22 Technical Specifications 6. Financial Costs the transporting of staff between EIB premises is defined. What type of transport do you prefer in terms of type, model, emission standards, etc? And how many vehicles?	<b>23/08/2017</b> The service provider shall operate vehicles for the purpose of transportation of their staff between the client's premises in accordance with the applicable Luxembourg law as well as the particular conditions of the premises of the client. As far as the number and/or type of vehicles are concerned the service provider shall be capable to move with these vehicles up to 10 staff within one hour between the client's premises

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47	18/08/2017 13:59	23/08/2017 15:51	Question about Security & Safety services in Luxembourg	<p>In the contract notice services - II.2.6. Estimated Value</p> <p>The tender doesn't specify the estimated total contract value. Could you please provide us with this information ?</p>	<p><b>23/08/2017</b></p> <p>An estimation has been given for lots 2 and 3 in the document Volume 1 "CFT_1390_Instructions to tenderers" : "Interested Service Providers should note that the Framework Agreements value for lots 2 and 3 are estimated to be EUR 750,000 per annum for each lot (or EUR 3,750,000 for the whole duration of the Framework Agreement for each lot). It should be noted that this figure is only an estimation and could fluctuate up or down, depending on budgets and project demands."</p> <p>Concerning lot 1, in addition to the tender documents (where the scope of the required services is described in details), to the site visit and to the data room, the estimated value for Lot 1 for the whole duration of the Contract is EUR 80,000,000 excluded VAT. This figure is only an estimation and is not subject to any commitment.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
48	18/08/2017 15:51	23/08/2017 15:51	References	Regarding Vol 1 "Instruction to Tenderers", p.8 "Criterion 2 : References", it is written that for sub criteria 2.1.3 and 2.1.4 the Tenderer shall issue a statement. However in the Annex A.1 Form 10, it is written that the use of the annex form is mandatory for sub criteria 2.1.1, 2.1.2, 2.1.3 and 2.1.4. Can you clarify if we should use annex A.1 Form 10 or just issue a statement for sub criteria 2.1.3 and 2.1.4?	<b>23/08/2017</b> For sub-criteria 2.1.3 and 2.1.4, please issue a statement as required in Instructions to Tenderers section "2.1.2 Technical and professional capacity criteria and evidence"

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