



TENDER SPECIFICATIONS
Part 2 - Technical Specifications

Social Assistance at the JRC Karlsruhe site

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1 INTRODUCTION

1.1 The JRC Karlsruhe

JRC Karlsruhe is one of the six scientific sites of the European Commission's Joint Research Centre (JRC) and is the main seat of the scientific Directorate for Nuclear Safety and Security. It is located on the Campus Nord of the "Karlsruhe Institute of Technology" (KIT) in Karlsruhe, Germany.

As the European Commission's scientific service, the JRC addresses key societal challenges, providing EU policy makers with independent, evidence-based scientific and technical support required for EU policy making.

Within the nuclear work program of the JRC, the JRC Karlsruhe site is dedicated to nuclear safety and security to provide the scientific basis for the protection of the European citizen from the risks associated with the handling and storage of highly radioactive materials.

The mission of the scientific Directorate for Nuclear Safety and Security is the maintenance and dissemination of nuclear competences in Europe to serve both "nuclear" and "non-nuclear" Member States and the implementation of the JRC Euratom Research and Training Programme. It supports the relevant policy Directorate Generals of the European Commission with independent, technical and scientific evidence in the areas of nuclear safety, security, safeguards and non-energy nuclear science applications. Its scientific activities are conducted in state-of-the-art laboratories and facilities.

Furthermore, financial support services, ICT services and human resource services are provided on the site in support of the Directorate's work.

JRC Karlsruhe employs about 260 individuals working in different scientific, technical and administrative domains.

For more information regarding JRC mission, organisation, activities, competencies and deliverables refer to: <https://ec.europa.eu/jrc/en>

1.2 Scope of offer

In order to comply with the Commission's "duty of care" for its staff¹ and to address psychosocial and social legal needs for its active and retired staff living in the region, a service contract for these services is to be concluded.

This contract concerns social assistance for active and retired staff and their families (including other entitled persons as defined in the Staff Regulations of the European Union) of the JRC Karlsruhe site. The contractor shall offer advice and assistance in difficult circumstances on a professional and confidential basis.

¹ Article 1e of the Staff Regulations stipulates that "Officials in active employment shall have access to measures of a social nature, including specific measures to reconcile working life with family life, adopted by the institutions, and to services provided by the social welfare bodies [...]. Former officials may have access to limited specific measures of a social nature".

2 ORDER PROVISIONS

2.1 Applicable regulations and directives

Among others, the following apply for performing the services described in the present invitation to tender:

- the Commission's contract;
- the description of the services and the technical specifications (see point 4);
- the regulations for external personnel working at the JRC Karlsruhe (see point 3);

Access permit, issued by the competent supervisory authority, pursuant to:

- German Atomic Law (AtG) §12b ;
- Atomic law Reliability Review Ordinance (AtZüV).

German non-disclosure regulations and the non-disclosure regulations of the European Commission apply.

2.2 Contract duration

The initial contractual period is 12 months. The contract will be automatically renewed up to 3 times by 12 months respectively up to a maximum contract period of 48 months. See article I.3 of the contract.

2.3 Deliveries

If applicable, goods shall be delivered free-of-charge (Incoterms 2010 DDP) to the following address:

European Commission – JRC Karlsruhe
Hermann-von-Helmholtz-Platz 1, Building 811
76344 Eggenstein-Leopoldshafen (Germany)

For the attention of Ms A. Niethammer

2.4 Validation of the provided services

The formal acceptance of the delivered services will be issued by the Commission after satisfactory completion of the services by the contractor. If subsequent actions are required, these must be done immediately.

2.5 Payment terms

Payment terms and modalities of the price adjustment are stipulated in the contract.

2.6 Performance of the Contract and Liability

The contractor is responsible for the correct execution of the services, according to the recognised codes of practice and is liable for defective performances (see Articles II.4 and II.6 of the contract).

The contractor is fully responsible for the work of his employees. The contractor bears full responsibility for all damages and consequences.

3 GENERAL REQUIREMENTS FOR WORKING IN JRC KARLSRUHE

3.1 General conditions

3.1.1 General requirements

The services are to be carried out within the framework of the activities of the Social Services of the JRC Karlsruhe.

3.1.2 Entry to JRC Karlsruhe

JRC Karlsruhe is located on the grounds of the north campus of the Karlsruhe Institute of Technology (KIT), Hermann-von-Helmholtz-Platz 1, D-76344 Eggenstein-Leopoldshafen. The applicable regulations of the KIT must be observed. If necessary, the Contractor must inquire about the regulations, especially of the import and export conditions at KIT, before submitting an offer and before starting work.

Entrance to JRC Karlsruhe absolutely requires presenting valid **personal identification** or a passport. Waiting times can occur when entering JRC Karlsruhe, due to safety regulations that will not be remunerated separately.

It should be noted that all activities within the **monitoring** and **control area** of the JRC Karlsruhe, Hermann-von-Helmholtz-Platz 1, D-76344 Eggenstein-Leopoldshafen, must be carried out in compliance with the special safety regulations.

3.1.3 Reliability Clearance

All personnel, including replacement staff, employed at the JRC Karlsruhe, shall undergo a **background check** by the competent authority before commencing work. The necessary application forms will be provided by the JRC Karlsruhe. The review generally takes four weeks. The contractor is expressly obliged to ensure that the necessary application forms are received by JRC Karlsruhe's security services, correctly and completely filled out, within five days after written request. Persons who have lived abroad for the last ten years must have a police certificate of good conduct. If it is not issued in German, English or French by the authority concerned, it must be translated by the contractor and notarized.

At the time of commencement of works/services the JRC Karlsruhe must have received a positive assessment from the authorities. Otherwise access to the JRC Karlsruhe will be denied.

3.1.4 The European Commission's special security check

All personnel from non-EU countries, including replacement staff that will work or provide services at the JRC Karlsruhe must undergo a **security check** by the competent department of the Commission before beginning works/services at the JRC Karlsruhe. The necessary application forms will be provided by the JRC Karlsruhe. A security check for an employment period of 5 work days or less generally takes 7 working days; a security check for an employment period of more than 5 working days in the controlled area generally takes

about 7 weeks. The contractor is expressly obliged to ensure that the required application forms are received by the LSO (Local Security Officer) of JRC Karlsruhe and that they are punctual, complete and correctly filled out.

At the time of commencement of works/services, the JRC Karlsruhe must have received a positive assessment from the Commission. Otherwise entry into the JRC Karlsruhe will be denied.

3.1.5 Radiation protection, radiation pass

Not applicable.

3.1.6 Radiation protection instruction / Hazardous material instruction

Not applicable.

3.1.7 Safety at work

Not applicable.

3.1.8 Checking in and out in JRC Karlsruhe

Not applicable.

3.1.9 Access to the control area

The control area may only be entered after putting on special protective clothing via the changing rooms. The protective clothing is provided by the JRC Karlsruhe.

3.1.10 Working hours

Work in the monitoring, control and contamination area may only be carried out during the working hours applicable for each area of the JRC Karlsruhe.

The default working hours for staff at the JRC Karlsruhe site is 40 hours per week, spread over 5 working days, from Monday to Friday.

Services are to be provided in the time frame from 8:30 a.m. to 5:00 p.m.

The legal lunchtime or rest breaks must be respected.

3.1.11 JRC Karlsruhe Handbook (Institute Manual)

Not applicable.

3.1.12 Supplies and services provided by JRC Karlsruhe

Accommodation, changing- and washing and WC rooms can be used free-of-charge.

3.1.13. Delivery times of the warehouse

Not applicable.

3.1.14 Transport routes

Not applicable.

3.1.15 Radiological control

Not applicable.

3.1.16 Internet access

The contractor can obtain a PC and access to the internet after prior justification and approval as well as an email account (Commission address with suffix "-ext"). It is to be noted that the Contractor assumes full responsibility for the use by his employee. In addition, all messages (new, redirected, or responded) must identify the author (coordinator) as well as the company (contractor) via footer as external employee of the European Commission.

To this end, the communication of the Commission SEC (2009) 1412 of 26.10.2009 will be issued at the start of work.

3.2 Requirements to the Contractor

The contractor's personnel must be able to understand complex documents, regulations and legal texts written **in German** and **in English** (i.e. Commission's Staff Regulations). Furthermore, the deployed personnel must be able to understand and discuss difficult technical contexts **in German** and **in English**.

In the absence of deployed personnel (e.g. illness, holiday etc.) the contractor has to ensure that the required services are assured by substitute personnel with the same qualification and professional experience.

The contractor guarantees in consultation with the technical responsible of the JRC Karlsruhe in the case of planned and unplanned absence (vacation, change of personnel, etc.) a seamless, uninterrupted deployment of the services.

The contractor's personnel are subject to directives regarding the safety measures in JRC Karlsruhe.

3.3 Special requirements

Not applicable.

3.4 Other construction and security related measures

Not applicable.

4 Technical Specification

4.1 General description of the services

The aim of the contract is to:

- Offer information, advice and support to employees and their families when experiencing personal, relational or financial problems due to disability, illness or other difficult circumstances.
- Advise active staff or entitled persons on the use of relevant Commission services and procedures.
- Manage applications in the scope of the Staff Regulations, such as family help, help for persons with disabilities, loans or donations, social help for retired staff.
- Help staff cope with life problems and enable them to regain a new balance, independence and control over their life.
- Provide guidance and help in solving psychosocial problems which are directly connected with or impact the working environment in collaboration with the occupational health physician, the nurses, the psychologist or psychiatrist of the Commission services at the JRC Karlsruhe site.

In particular, the following tasks shall be carried out:

- Welcome new staff and their families and assist in finding first accommodation
- Contribute to the integration in the region and advice on issues related to national legislation (visa, expatriate status, social security and infrastructure, etc.)
- Maintain contacts and liaise with the social services of the European Commission and other JRC sites
- Link Commission rules and procedures related to social welfare, including sickness insurance, with national legislation and advice on problems reported
- Assist in the implementation of related actions in the Health & Wellbeing strategy of the European Commission.
- Provide support related to serious life events (e.g. serious illness, death, etc.), assisting on site or at home in emergency cases and advising in demands for care.
- Advise and help active staff or entitled persons coping with difficulties such as invalidity, family or financial problems, or with problems related to the work environment and social integration
- Maintain liaison with retired staff or entitled persons living in the region, providing support, or redirecting them to dedicated services when required.
- Follow-up of the applications for childcare in the JRC Karlsruhe dedicated childcare facilities in coordination with the competent committee, including contact and communication with the parents and the childcare facilities, advise and support staff to find a place in a national facility
- Maintain records and write reports.

The contractor shall be deemed to have the necessary competencies in each of these domains and shall have the (human) resources needed to invest in getting familiar with the many specificities of the European Commission and in particular its sickness insurance system and financial support provisions.

4.2 Provision of the services

The services shall be provided in the capacity of 0.5 fulltime-equivalents (FTE) with a presence on site of 2 full days or 4 half days per week. In case of need this presence may be subject to adaptation on bilateral agreement. Continuity of the service by competent replacement is to be provided at all times. In case more than one person is proposed, the tenderer shall indicate in the offer the organisational set-up that will ensure effective and efficient communication and information flows between the persons proposed.

The designated local Commission staff shall provide the service provider with all information necessary for the provision of the services.

The services are to be delivered at least in German and in English.

In line with the limits imposed by the confidentiality and in compliance with the applicable regulations on data protection, the service provider has to meet at least twice a year with the person responsible for the contract and shall provide a written activity report every six months.

4.3 Workplace and working hours

Services shall be mainly delivered at the JRC Karlsruhe site. A dedicated workplace will be provided to execute these tasks. Occasional travel within the region "Landkreis Karlsruhe" may be required in case of duly justified need. The travel costs for such exceptional errands within the region shall be included in the negotiated service price.

In a normal working week, the service shall be provided during 20 hours. The service provider should guarantee a continuous presence on at least 2 fixed days or 4 half days on site, taking into account the core-times and working times at the Karlsruhe site.

The default working hours for staff at the JRC Karlsruhe site is 40 hours per week, spread over 5 working days, from Monday to Friday.

Services are to be provided in the time frame from 8:30 to 17:00.

The provisions related to the JRC Karlsruhe site access, safety, security and confidentiality in place and instructions given by the Site Director or his/her representative must be observed.

4.4 Travel costs outside the region "Landkreis Karlsruhe"

Attendance to meetings and occasional travel beyond the region "Landkreis Karlsruhe" may be required. These travel arrangements have to be agreed and approved in due time by the person responsible for the contract prior to the trip.

The travel and accommodation costs related to these meetings will be reimbursed on the basis of real costs. In case of overnight missions only, a daily allowance to pay for meals, taxis and other small expenses may be granted by the JRC (based on the Commission mission guidelines).