



DELEGATION OF THE EUROPEAN UNION TO TURKEY

TENDER SPECIFICATIONS

PART I

EEAS-677-DELTURA SER-FWC

Cleaning and ancillary services for the Delegation of the European Union to Turkey

RESTRICTED PROCEDURE

IMPORTANT INFORMATION!!

Due to their confidential nature, the technical specifications will be disclosed only to the candidates that are successful at the end of the first stage of this procedure.

DO NOT SUBMIT the technical and financial tenders at this first stage. For the details, please see point 3 of this document.

Table of Contents

1. INTRODUCTION	3
2. SUBJECT OF THE CONTRACT	3
3. DESCRIPTION OF PUBLIC PROCUREMENT PROCEDURE	3
4. GROUPS OF ECONOMIC OPERATORS AND SUBCONTRACTING	4
4.1. Joint tender	4
4.2. Subcontracting	4
5. ELIGIBILITY OF ECONOMIC OPERATORS	5
5.1. Access to public procurement	5
5.2. Non-exclusion of economic operators	5
5.3. Selection of economic operators	6
5.3.1. Legal and regulatory capacity criteria and evidence	6
5.3.2. Economic and financial capacity criteria and evidence	7
5.3.3. Technical and professional capacity criteria and evidence	7
6. PRELIMINARY INFORMATION ON THE SECOND STAGE (TENDER STAGE)	9
6.1. Evaluation of tenders on the basis of the award criteria	9
6.2. Technical tender	9
6.3. Financial tender	10
6.4. Calculation of the overall score	11
7. CONTENT OF THE REQUEST TO PARTICIPATE	11
PART II: TECHNICAL SPECIFICATIONS	12

1. INTRODUCTION

The contracting authority is the European Union (hereinafter referred to as "contracting authority"), represented by the Head of Delegation of the European Union in Turkey or its duly authorized representative.

The contracting authority intends to conclude a framework service contract for the provision of cleaning and ancillary services, in accordance with the specifications set out in the procurement documents.

2. SUBJECT OF THE CONTRACT

The contractor must provide the human and material resources necessary to provide the cleaning and ancillary services in the non-exhaustive list below:

- provision of cleaning and ancillary services at the Delegation offices and, occasionally, at the Residence.

The place of performance is Ankara, Turkey.

3. DESCRIPTION OF PUBLIC PROCUREMENT PROCEDURE

This tender procedure will be taking place in two stages, as follows:

A. First stage (selection stage):

Candidates shall submit the "Request to participate form" in Annex to the letter of invitation duly completed and signed, accompanied by all the documents listed in the form. Where a procedure is divided into lots, a separate request to participate per lot shall be submitted. At the end of this stage, candidates complying with the access to procurement, exclusion and selection criteria are selected.

B. Second stage (tender stage):

Selected candidates shall be invited to submit a tender. The following procurement documents will be provided to selected candidates:

- The letter of invitation to tender.
- The technical specifications.

Only at the second stage, shall the candidate submit its technical and financial tenders.

Use of a negotiated procedure without prior publication of a contract notice to increase the ceiling of the framework contract

In compliance with the FR, the contract value may be increased by up to 50% of the initial contract amount via a negotiated procedure without prior publication of a contract notice in the event of a:

- i. Increase of the cleaning and ancillary services needs; or
- ii. Increase of the staff number of the contracting authority.

4. GROUPS OF ECONOMIC OPERATORS AND SUBCONTRACTING

Tenders or requests to participate can be submitted by a single economic operator or jointly by two or more economic operators.

4.1. Joint tender

A joint tender is a situation where a request to participate is submitted by a group of economic operators; in other words, by several legal entities (natural or legal persons) regardless of the link they may have between them.

Each individual legal entity of the group shall assume joint and several liabilities with all its resources towards the contracting authority for the fulfilment of the terms and conditions of the contract.

The group shall nominate one legal entity ('the leader') who shall be granted by the other members of the group the full authority to bind the group and each of its members, and who shall be responsible for the administrative management of the contract (including invoicing, receiving payments, etc.) on behalf of all other entities.

The "Request to participate form" must be signed by the legal representative of each legal entity of the group and will identify the leader.

At the second stage (tender stage), the tender will clearly identify the division of tasks amongst the different members of the group.

Any change in the composition of the group during the procurement procedure or after the signature of the contract may lead to the rejection of the request to participate or the tender or to the termination of the contract by the contracting authority, respectively.

The group will not be required to adopt a specific legal form in order to submit a request to participate or a tender.

The contract shall be signed by all legal entities or by the leader duly authorised to bind the group and each of its members (a power of attorney in favour of the leader is to be attached to the contract).

4.2. Subcontracting

"Subcontractor" means an economic operator that is proposed by a candidate or tenderer or contractor to perform part of the contract.

Subcontracting is allowed but the contractor will retain full liability towards the contracting authority for the implementation of the contract.

Candidates must give an indication of the tasks that they intend to subcontract and are required to identify all subcontractors whose share of the contract is above 10%.

The subcontractors whose share of the contract is above 10% must comply with the same exclusion criteria applicable to candidates.

If the subcontractors' capacity is necessary to fulfil the selection criteria applicable to candidates, they shall submit the relevant documentary evidence.

Any change in subcontracting during the procurement procedure or after the signature of the contract may lead to the rejection of the tender or to the termination of the contract, respectively. During contract execution, the change of any subcontractor identified in the tender will be subject to prior written approval of the contracting authority (see art.II.10 of the framework contract).

5. ELIGIBILITY OF ECONOMIC OPERATORS

5.1. Access to public procurement

Participation in this tender procedure is open on equal terms to all natural and legal persons whose domicile (natural person) or whose registration of their headquarters (legal persons) is:

- in one of the European Union Member States;
- in a third country which has a special agreement with the European Union in the field of public procurement **on the conditions laid down in the agreement;**
- in a country registered as a signatory of the Government Procurement Agreement (GPA) concluded within the WTO
- exceptionally, in Turkey.

Participation is also open to international organisations.

Economic operators, including each member of a joint tender, must confirm that the legal entity's headquarters (for legal persons) or domicile (for natural person) is in one of the abovementioned States and present the supporting evidence normally acceptable under their own law (for example, an extract from a trade register or companies' register). The evidence must contain the official registration number of the economic operator.

Please be aware that after the UK's withdrawal from the EU, the rules of access to EU procurement procedures of economic operators established in third countries will apply to candidates or tenderers from the UK depending on the outcome of the negotiations. In case such access is not provided by legal provisions in force, candidates or tenderers from the UK could be rejected from the procurement procedure.

5.2. Non-exclusion of economic operators

Economic operators who have access to public procurement are evaluated on the basis of the information provided in their Requests to participate for exclusion criteria.

Candidates shall provide a 'Declaration on Honour' on exclusion criteria and selection criteria (Declaration on Honour) attached to "the Request to participate form" duly filled in, signed and dated by their legally authorised representative.

The declaration on honour shall be provided by each member of the group in case of joint tenders, by the entities on whose capacity it intends to rely and by all identified subcontractors whose share of the contract is above 10%.

Upon request by the contracting authority, the candidate or tenderer, as well as other entities which provided the above mentioned declaration on honour, shall provide within a time limit defined by the contracting authority the evidence referred to in paragraph

"Evidence upon request", to support the declaration on honour. In any case, this evidence shall be requested from the successful tenderer, including each member of the group in the case of a joint tender, to whom the contract is to be awarded, prior to the signature of the contract.

The contracting authority may waive the obligation for a candidate or tenderer to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year earlier and are still valid at the date of their request by the contracting authority. In such cases, the candidate or tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure and confirm that there has been no change in the situation.

The contracting authority may also waive the obligation for a candidate or tenderer to submit the documentary evidence if it can access it on a national database free of charge.

5.3. Selection of economic operators

Candidates must prove their legal, regulatory, economic, financial, technical and professional capacity to perform the services subject to this call for tender by meeting the minimum capacity levels listed at points 5.3.1, 5.3.2 and 5.3.3 hereafter.

Each candidate shall submit the evidence on selection criteria in their request to participate (first stage).

If a candidate is relying on the capacities of other entities (e.g. parent company, other company in the same group, or third party) in order to achieve the required minimum level of the capacity, its request to participate must contain a signed and dated statement by the concerned entity which clearly confirms which relevant resources shall be placed at the disposal of the tenderer for the performance of this contract. The contracting authority will verify whether the entities on whose capacity the candidate intends to rely fulfil the relevant selection criteria. The tenderer may only rely on the technical and professional capacities of other entities where the latter will perform the services or works for which these capacities are required.

If an entity provides the whole or a very large part of the economic and financial capacity to the candidate, the contracting authority may demand that the said entity be jointly liable for the performance of the contract in case of award. In order to do so, the contracting authority may require that this entity signs the contract or that it provides a joint and several first-demand guarantee, should that tenderer be awarded the contract. If this entity is required to sign the contract, it has to have access to public procurement and shall not be in an exclusion situation as indicated in point 5.1 and 5.2 of these tender specifications.

5.3.1. Legal and regulatory capacity criteria and evidence

The economic operators are required to have the following:

Criterion 5.3.1.a) Authorisation to provide the services at the place of performance of the contract.

Minimum capacity level:

The candidate shall be authorised to provide the services being subject to this contract at the place of performance of this contract. The relevant certificate must be valid on the date of the deadline for the submission of requests to participate. Before the signature of the contract, the validity of the certificate will be verified again.

Supporting document(s)/evidence requested:

The Official Registration Document/Document of Activity, issued by the Chamber of Commerce proving that the candidate is authorised to provide cleaning services in Turkey.

The criterion is applied and the evidence pertains to:

The economic operators who will perform the services, for which the certificate is requested.

5.3.2. Economic and financial capacity criteria and evidence

Candidates must prove the financial and economic capacity to perform this contract by meeting the following criteria:

Criterion 5.3.2.a) Turnover.

Minimum capacity level:

The average annual turnover for the last three financial years for which accounts have been closed must be at least EUR 200.000,00.

The exchange rate used to convert the turnover into EUR will be the rate of December of the year of the financial statement as published at http://ec.europa.eu/budget/contracts_grants/info_contracts/infoeuro/infoeuro_en.cfm.

Supporting document(s)/evidence requested:

1. Duly completed table of the "Request to participate form".
2. Profit and loss accounts (Income statement) for the last three financial years for which accounts have been closed.

The criterion is applied to:

The candidate. In case of joint tender this selection criterion will be applied to the group as a whole.

The evidence shall pertain to:

At least one economic operator provided that the minimum capacity level is met.

5.3.3. Technical and professional capacity criteria and evidence

Candidates must prove the technical and professional capacity to perform this contract by meeting the following criteria:

Criterion 5.3.3.a): Previous contracts.

Minimum capacity level:

1. At least two service contracts managed by the economic operator relevant to cleaning and ancillary services, during the past three calendar years.
2. At least one contract listed under 1. having a duration of at least one year.
3. The cumulative value during the past three calendar years of the above mentioned listed contracts must be at least EUR 30.000,00.

Supporting document(s)/evidence requested:

1. Duly completed table (list) of the "Request to participate form". The candidate may include in the list any contract implemented at any moment during the past three calendar years. The candidate may include any contract started or completed during that period and any contract ongoing through the whole period.
2. For each contract in the table (list), the candidate must present a client's reference letter relevant to cleaning and ancillary service contracts performed during the past three calendar years specifying whether the services have been carried out in a professional manner in compliance with the contractual terms and the amount of the contract.

Contracts without reference letters shall not be included in the list of the contracts as they will not be accepted. The reference letters provided for the contracts which are not in the list will not be accepted either.

The criterion is applied to:

The candidate. In case of joint tender this selection criterion will be applied to the group as a whole.

The evidence pertains to:

At least one of the economic operators who will perform cleaning and ancillary services.

Criterion 5.3.3.b): Manpower.

Minimum capacity level:

The candidate must currently employ at least 10 employees in the fields related to cleaning and ancillary services.

The declared manpower in the above-mentioned fields cannot be higher than the total manpower.

Supporting document(s)/evidence requested:

Duly completed table of the "Request to participate form".

The criterion is applied to:

The candidate. In case of joint tender this selection criterion will be applied to the group as a whole.

The evidence pertains to:

At least one of the economic operators who will perform cleaning and ancillary services.

6. PRELIMINARY INFORMATION ON THE SECOND STAGE (TENDER STAGE)

6.1. Evaluation of tenders on the basis of the award criteria

The tenders are evaluated in order to award the contract to the tender offering the best price quality ratio. For this purpose, the tender will be evaluated technically and financially.

At the second stage, the tenderers shall provide a "Statement of compliance with the procurement documents duly dated and signed in order to be considered technically compliant. The statement to be used for this purpose will be sent together with the letter of invitation to tender and the technical specifications to the successful candidates at the end of the first stage (selection stage).

The technically compliant tenders are then evaluated in order to award the contract to the tender offering the best price/quality ratio. For this purpose, the tender will be evaluated technically and financially.

6.2. Technical tender

The technical quality of the tenders will be evaluated on the basis of documents provided by the tenderers in the technical tender with regard to the award criteria described in the table below.

Technical award criteria

No	Criteria	Max. number points	Sub-criteria
1	<p><u>Organisation of the services</u></p> <p>This criterion will enable to assess the organisation of the services offered by the tender, including the different members of a joint tender and the resort to subcontractors. Tenderers will develop in detail the organisation they offer in particular provide detailed information for each questions.</p> <p>It also assesses the global allocation of time and resources to the contract and to each service, and whether this allocation is adequate for the performance of the services.</p> <p>The tender shall provide details on</p>	<p>(80 points – minimum threshold 50%)</p>	<p>How the resources necessary for the provision of services will be organised and managed?</p> <p>❖ Sub-criterion 1.1 organisation of the staff.</p> <p>Describe how the personnel will be selected to ensure that they are the best candidates in line with the general staffing requirements and specific requirements for each of the POSTS.</p> <p>Describe how the everyday work of the staff will be organised for each POST, including ensuring the business continuity and</p>

	the allocation of time and resources and the rationale behind the choice of this allocation.		training of the staff. (40 points) –. ❖ Sub-criterion 1.2 organisation of equipment and supplies. Describe the equipment and supplies to be offered by the tenderer for the implementation of this contract, how the environmental requirements under point 1.3.6 of the Technical specification (Part II) will be observed, how the necessary quantities per item will be calculated, how the availability of each item will be ensured at all times at the place of implementation, how the storage of stocks will be managed, including arrangements for delivery to the place of implementation. (40 points).
2	<u>Quality control measures</u> This criterion will enable to assess of the quality control system applied to the service foreseen in these tender specifications. The quality system shall be detailed in the tender and specific to the services at hand; a generic quality system will result in a low score.	(20 points – minimum threshold 50%)	Describe what measures, protocols and physical means will be implemented to control and guarantee the quality of the services provided? Please see also point 1.4 of the Technical Specifications (Part II).
	TOTAL	100	

6.3. Financial tender

Only the financial tenders submitted by those tenderers who have obtained an overall technical score of 60% of total points or more and at least 50% of the maximum score allocated for each individual criterion will be considered for the award.

The prices for the tender must be tendered:

- in EUR;
- free of all duties, taxes and other charges, including VAT. Pursuant to the provisions of the Vienna Convention of 18 April 1961 on diplomatic relations and in line with the 'Agreement on the Establishment of the Representation of the Commission of the European Communities in Turkey and on its Immunities and Privileges,' signed in Brussels on 4 February 1987 and published in the Turkish Official Gazette No.

19477 on 4 June 1987 the Delegation of the European Union to Turkey are exempt from all taxes and dues, including value added tax, on payments;

- all inclusive. This means that, unless otherwise mentioned in these tender specifications, prices tendered for shall include all the costs to be incurred by the tenderers in order to provide the services;
- using the unit price schedule (Annex A) and the price scenario tables in annex (Annex B). Any change in the table(s) as annexed to these tender specifications will lead to the rejection of the tender.

During the validity of the tender and the implementation of the contract, prices cannot be revised. During the implementation of the contract, they can however be indexed in conformity with art. I.5.2 of the framework contract.

The unit price schedule (Annex A) is binding during implementation of the contract.

The price "scenario" is an estimate by the contracting authority of the quantities of the services over the duration of the contract in order to compare the financial tenders.

Financial tenders will then be checked for arithmetical accuracy. Where arithmetical errors are found, tenderers will be requested to correct them.

6.4. Calculation of the overall score

The tender chosen will be that which offers the best price - quality ratio among the technically compliant tenders, namely the tender obtaining the best overall score P_i calculated as follows where the weighting is 60% for the quality and 40% for the price:

$$P_i = T_i * 0.60 + F_i * 0.40$$

T_i = (technical quality score of the tender under consideration / score of the best technical quality tender) * 100

F_i = (cheapest total price for the scenario / price of the scenario of the tender under consideration) * 100

The total amount of the successful tender will be taken into account for setting the maximum ceiling of the FWC. Moreover, the Contracting Authority may add a security margin of 10 %, and an estimate of the future price indexation, if applicable. In any case, the maximum ceiling of the FWC will not be higher than the initial estimate published in point II.2.6 of the contract notice.

7. CONTENT OF THE REQUEST TO PARTICIPATE

The request to participate shall contain the "Request to participate form" duly filled in and signed, accompanied by all the documents listed in the Form.

PART II: TECHNICAL SPECIFICATIONS

In order to protect the confidential nature of information contained in the technical specifications (Part II of tender specifications), the contracting authority will disclose them only to the candidates selected at the end of the first stage (every economic operator complying with the access, exclusion and selection criteria evaluated during the selection

stage). **Only the candidates invited to the second stage (tender stage) shall submit their technical and financial tenders.**