



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

EMA/34293/2019
Deputy Executive Director – Facilities Support

Technical specifications for open invitation to tender

Procurement procedure: **Reception and Switchboard Management and Hosting Services, ref. EMA/2019/12/DED**

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Technical specifications for open invitation to tender No. EMA/2019/12/DED – Reception and Switchboard Management and Hosting Services

1. Title of the invitation to tender

This document contains the technical specifications for the open invitation to tender no. EMA/2019/12/DED for reception and switchboard management and hosting services.

Executive summary & indicative timetable

Item	Summary
Contracting authority	European Medicines Agency hereinafter referred to as “EMA” or “the Agency”
Purpose	Provision of a variety of services related to reception and switchboard management and hosting services for staff, delegates and visitors
Type of contract	Framework service contract with a maximum of two providers in priority order (cascade)
Duration of framework contract	Twelve months + renewable up to three times by 12 months each (1+1+1+1)
Volume (indicative)	<ul style="list-style-type: none"> Six (6) receptionists/switchboard operators from 07h30 to 18h30 Monday to Friday at its premises in the Zuidas area of Amsterdam with all –inclusive cover, plus additional contractor staff as and when required. Two (2) hosts/hostesses from 08h00 to 20h00 Monday to Friday at its premises in the Zuidas area of Amsterdam with all-inclusive cover, plus additional contractor staff as and when required.
Place of delivery	Domenico Scarlattilaan 6 1083 HS Amsterdam, The Netherlands
Lots	This tender is not divided into lots
Joint Offers	Permitted, but must be clearly described in the tender response
Variants	Not permitted
Subcontracting	Permitted, but must be clearly described in the tender response
Launch of tender in OJEU	12/06/2019
Deadline for request of clarifications from EMA	09/07/2019
Closing date for receipt of tenders	18/07/2019
Opening of tenders	19/07/2019 at 11h00 CEST

Item	Summary
Completion of evaluation of tenders	Q3 2019 (estimated)
Signature of framework contract	Q4 2019 (estimated)
Start date of services	Q4 2019 (exact date to be confirmed)

2. Purpose and context of the invitation to tender

The European Medicines Agency ("the Agency" or "EMA") is a decentralised agency of the European Union (EU) based in Amsterdam, the Netherlands, with effect from March 2019. Please note that initially the Agency will be located in a temporary building in the Sloterdijk area of Amsterdam, before moving to a permanent building in the Zuidas area of Amsterdam.

For UK candidates or tenderers:

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.

EMA's mission is the protection and promotion of public and animal health, through the evaluation and supervision of medicines for human and veterinary use.

EMA:

- Supports medicines development by giving scientific advice and providing guidance to developers of medicines;
- carries out robust scientific evaluations of medicines for human and veterinary use that are the basis of the European Commission's decision on whether a medicine can be authorised for marketing throughout the EU;
- monitors the safety of medicines in the EU throughout their lifespan; and
- provides information on medicines to healthcare professionals and patients.

EMA is responsible for the centralised procedure for the authorisation of medicines resulting in a single evaluation and a single authorisation for the whole of the EU. The centralised procedure is compulsory for certain medicines, including human medicines intended for the treatment of HIV/AIDS, cancer, diabetes or neurodegenerative diseases, designated orphan medicines intended for the treatment of rare diseases, and medicines derived from genes, cells, tissue-engineering and biotechnology processes.

EMA coordinates the work of around 4,500 experts made available by the EU Member States. These experts evaluate the medicines and are members of the Agency's scientific committees, its working parties and groups.

The Agency's recommendations on medicines are based on rigorous scientific standards and the available evidence. Pharmaceutical companies applying for a marketing authorisation for a medicine have to submit comprehensive data on the safety, efficacy and quality of their medicine. These data are scrutinised by the Agency's experts, who will recommend the marketing authorisation of a medicine if the data convincingly show that its benefits outweigh its risks.

EMA is a scientific body. Decisions on whether to grant, suspend or revoke a marketing authorisation for centrally authorised medicines are issued by the European Commission, based on the Agency's scientific opinions. Once granted by the European Commission, the centralised marketing authorisation is valid in all EU and EEA-EFTA states (Iceland, Liechtenstein and Norway). This allows the marketing authorisation holder to market the medicine and make it available to patients and healthcare professionals throughout the EEA.

The EMA is an EU Agency with personnel drawn from all EU Member States and with international visitors. As such, the EMA is a multicultural organisation with English as the main working language.

The Agency is currently in a temporary location in Sloterdijk and is expected to move to its permanent premises by Q4 2019. The Agency's new building is located in the business district of Amsterdam-Zuidas and will include approximately 38,400 square meters gross floor area, 35,650 square meters net floor space and 31,000 square meters usable working area. The building layout is as follows:

Floor	Usage of floor
Ground	Entrance, reception, industry lounge, loading bay, storage room, Conference rooms
1	Conference rooms
2	Conference rooms, restaurant
3	Coffee bar, terrace, offices, delegates' lounge
4-17	Offices, internal meeting rooms
18	Top floor lounge, offices, internal meeting rooms

There are approximately 1,100 members of staff and contractors working in the Agency and there is a total capacity for over 600 delegates/visitors in the conference and meeting rooms on the ground floor and levels 1 and 2. The finished building is scheduled to be available from November 2019, and it is expected that mobilisation of services will start shortly thereafter. The exact start date of services and detailed implementation plan are to be agreed after contract award.

It is to be noted that the provision of hosting services is a new service, and will be merged with the reception and switchboard services for the first time.

3. Subject of the tender

3.1. Technical specifications

3.1.1. Overview

The Agency considers that it may require services of an experienced contractor to provide reception, switchboard and hosting services in its new premises in the Zuidas area of Amsterdam.

As the first point of contact at the Agency, the services provided by the receptionists and hosts/hostesses of the contractor shall be customer-centric, courteous and discreet. The contractor shall ensure that its staff shall keep up to date with relevant EMA policies and procedures and report any issues related to the reception and hosting services immediately to their contract manager who will relay these issues to the Agency in the context of the monthly management report.

The main working language of the Agency is English, and proficiency of the contractor's staff will be essential, a good working knowledge of Dutch and knowledge of other EU languages is also desirable.

Although most of the delegates have their own permanent badge and therefore make their own way to the meeting rooms, the Agency also receives temporary delegates and visitors whose guest badges are issued by reception. Pharmaceutical industry representatives have their own waiting area located in the Industry Lounge on the ground floor adjacent to the main reception. Reception staff are responsible for directing all industry visitors towards this particular waiting area.

3.1.2. Services required

Contractors must ensure the continuous cover for reception, switchboard and hosting services (please see below for full details of the required service provision). In particular the morning peak schedule must be fully resourced. Unexpected absences must be managed to ensure cover provided. Contractors are expected to fulfil this requirement and as a minimum will ensure cover is in place within one hour from the start of the absentee's shift. If this requirement is not fulfilled within the minimum grace period, the SLA (see SLA in Annex IX) will be breached and a financial penalty may apply.

Contractors will be expected to put into place contingency plans for the provision of services during business continuity situations that may prevent normal access to the Agency premises (emergencies, disasters, transport interruptions). This contingency plan shall form an integral annex of the framework contract.

The services to be performed are the following:

- **Reception and Switchboard Management**

The Agency requires continuous cover for the reception and switchboard from 07h30 to 18h30 from Monday to Friday for approximately 225 days per annum.

The Agency foresees that a total of 6 (six) operators will be required to cover these hours. Flexibility is key, and coverage needs to be adjusted according to the Agency's actual needs. At least two operators must be on duty at any given time during the hours of 07h30 and 18h30 Monday to Friday. The above estimation is based on 36 hours/week of service provision.

Normally, no receptionists/switchboard operators are required during weekends and holidays, although very exceptionally an event may be taking place during a weekend, in particular on a Saturday. On such occasions the 'weekend rate' (see costing sheet) shall apply.

The Agency receives approximately 20,000 delegates and visitors per year and the switchboard handles on average 2,000 telephone calls per month (the majority of which are external calls). The reception and switchboard team deals with more than 1,500 miscellaneous service assistance requests per month which include unannounced visitors, message taking, paging assistance, taxi bookings and preparing, printing and putting in place office name plates.

As the first point of contact at the Agency the contractor shall ensure that reception and switchboard operators of the contractor shall have a customer-centric attitude, be courteous and discreet.

Services to be provided are as follows:

- Staff the reception desk and welcome and register visitors;
- Staff the switchboard and answer incoming telephone calls efficiently, handling any queries, including complex ones, professionally and in line with the Agency's policy; making external calls through the switchboard as requested;
- Prepare and issue appropriate temporary passes and access cards to delegates and visitors when necessary;
- Assist in registering delegates and visitors for events;
- Provide information and customer service to staff members, delegates and visitors when requested;
- Act as a contact point for first aid requests;
- Provide monthly statistical information in relation to reception services;
- Liaise with the Security Office and the building security team, as required;
- Keep all reception areas and industry lounge tidy;
- Provide any other various ad hoc administrative services in accordance with reception duties, if and as required.

Current switchboard equipment

The current switchboard telephone software used is Microsoft Lync/Skype. This software is installed in all desktops. A headset is provided by the Agency.

• **Hosting Services**

The Agency requires a host service that provides its stakeholders with a high level of hospitality, professionalism and to increase the efficiency of meetings and events organisation by providing best support to its committee secretariats and meeting organisers. Host duties might be required between 08h00 to 20h00 when committees take place, therefore the Agency foresees a minimum of 2 (two) hosts to ensure that these hours are covered.

The volume of delegates varies considerably week by week. Additionally, whilst Tuesday to Thursday records the greatest number of delegates on site, attendance at conferences does extend to Monday and Friday during some weeks. Normally, no hosts are required during weekends and holidays, although very exceptionally an event may be taking place during a weekend, in particular on a Saturday. On such occasions the 'weekend rate' (see costing sheet – Annex II) shall apply.

Flexible working hours are a pre-requisite for these services, and coverage needs to be adjusted according to the Agency's actual needs. However, it is expected that at least one of the hosts will be on duty at any given time during the hours of 08h00 and 20h00 Monday to Friday (based on a 36 hour working week).

The hosts will liaise closely with the Agency's Meeting Support team which will provide the meeting schedules and fulfil other necessary tasks that are outside the host service's scope and the scope of this contract.

General services include, but are not be limited to:

- Support with oral explanations during official meetings. The procedure detailed in **Annex VIII** is to be followed unless advised otherwise by the Agency's Meeting Support team;

- Front of house supervision of meeting rooms dedicated to external meetings. This includes ensuring that meeting rooms are well looked after at all times and liaising with the relevant team for any audio-visual related issues during the meeting. The host team will provide the service to plan any requests for layout changes, tidy up meeting rooms with the help of porters and scheduling rotas to ensure that cover for host services are met;
- Liaise with relevant Agency services and inform about any layout change requirements in public areas (Industry Lounge, Delegates' Lounge, meeting room breakout areas, restaurant etc.);
- Direct/escort delegates unfamiliar with the building and industry representatives to conference rooms and any other public areas;
- Act as contact point between delegates/industry representatives and the Agency's several support teams (e.g. Meeting Support Service, Security, Financial Support Service, meeting secretariat, IT Service Desk and Reception);
- Distribute and collect documents (e.g. meeting documents, reimbursements files) when required;
- Registration of delegates during large events;
- Liaise with the Agency's Meetings Support Service to facilitate planning of hosting requirements.

3.1.3. Vetting and screening

The tenderer must have in place an auditable vetting and screening system for the staff it shall provide to the Agency under this contract, including:

- **Identity verification**

The successful tenderer must verify identities of all its employees who are to be assigned to the contract. An official document containing their photograph, such as a national ID, passport or driving licence must support this verification. The objective of the identity verification process is to confirm that the personal information provided by employees allocated to the contract is genuine and credible.

- **Certificate of good conduct**

All employees proposed by the tenderer will have to be in possession of a certificate of good conduct (or similar document) issued by the competent authority of the country of origin or provenance and dated not earlier than three months prior the start date of commencing duties for the Agency with the exception of non-EU nationals who have been living in the Netherlands for the last five years prior to their assignment under this contract.

For Dutch employees the VOG NP application form (<https://www.justis.nl/producten/vog/certificate-of-conduct/> and [https://www.justis.nl/binaries/Aanvraagformulier%20VOG%20NP%20\(English\)%20-%202.2_tcm34-84796.pdf](https://www.justis.nl/binaries/Aanvraagformulier%20VOG%20NP%20(English)%20-%202.2_tcm34-84796.pdf)) must be filled in. Employees who are non-EU nationals and who have been living in the Netherlands for the last five years prior to their assignment under this contract must also fill in VOG NP application form.

- **Background checks**

Background checks are divided in qualification and employment checks and must be carried out by the successful tenderer.

Qualification checks:

The purpose of a qualification check is to verify the information related to education and/or professional qualifications which were provided by employees during the recruitment process either in the application form or Curriculum Vitae (CV). Original certificates or certified copies issued by the competent authority will be required and the information submitted will be verified against the application form.

Should concerns or uncertainty arise, relevant educational establishments shall be contacted to provide further advice on particulars. Special attention must be paid to ensure proper detection of diplomas or certifications issued by Degree and Accreditation mills. Accreditation mills are bogus accreditation agencies which are not recognised by the authorities responsible for governing education provision in their country of operation. They offer accreditation for a fee and will carry out little or no investigation into the quality of education provided by the institution they claim to accredit.

Employment checks:

The verification process should verify: dates of employment, position(s) held, duties and employment gaps if any. As a baseline, the employer must verify a period of minimum five years. The verification period might be extended to up to eight years for more senior positions. A period¹ which covers at least two positions with separate employers should be checked. The existence of the former employers must be verified and written confirmation provided that the information submitted by the employee is genuine and accurate. Written records should be kept and provided upon request from the Agency.

3.1.4. Agency meetings and holidays

Flexibility is a key requirement of the tender. In addition to constantly fluctuating numbers of delegates, services are considerably quieter in August, which is the main holiday month, and the Agency will remain closed over Christmas and New Year.

A schedule of the official meetings (i.e. regular scientific committee and working party meetings) in 2019 can be found in **Annex IX**. Although the dates might differ during following years, the number of official meetings and duration will remain the same. In addition to these official meetings, various other meetings also take place on the premises. An up-to-date events calendar may also be found on the Agency's website at:

https://www.ema.europa.eu/en/search/search/ema_editorial_content/ema_event?sort=field_ema_public_date&order=desc

The Agency's holidays may differ from official Dutch public holidays. When EMA observes a holiday not included in the usual count of Dutch holidays, staffing levels will be reviewed and adjusted accordingly.

The Agency's official holidays in 2019 and 2020 are listed below:

Public holiday	2019	2020
1 January - New Year's Day	1 January	1 January
2 January – Day following New Year's Day	2 January	2 January
Maundy Thursday	18 April	9 April
Good Friday	19 April	10 April

¹ For employees who do not have the required number of years of professional experience i.e. new comers to the employment market, recent graduates; the screening should be adjusted accordingly to match specific cases.

Public holiday	2019	2020
Easter Monday	22 April	13 April
27 April – King's Day	27 April (Saturday)	27 April
Labour Day	1 May	1 May
9 May - Anniversary of the Schuman Declaration ('Europe Day')	9 May	9 May (Saturday)
Ascension Day	30 May	21 May
Day following Ascension Day	31 May	22 May
Whit Monday	10 June	1 June
15 August – Assumption Day	15 August	15 August (Saturday)
All Saints' Day	1 November	1 November (Sunday)
All Souls' Day	2 November (Saturday)	2 November
23 December – additional holiday granted	23 December	n/a
24-31 December – Christmas/end of year	24-31 December	24-31 December

3.1.5. Staff

The contractor shall ensure that its staff members providing services at EMA premises:

- are able to perform under stress and to meet tight deadlines;
- possess excellent communication skills;
- exercise the highest confidentiality regarding all issues related to EMA's work;
- display service oriented behaviour;
- are able to provide services in an international environment (previous working experience in an international/multicultural environment is desirable);
- have great attention to detail;
- have attended customer service training or equivalent.

The contractor shall ensure that all of its staff on duty at EMA will be provided with a sufficient quantity of good quality uniform clothing. The uniform clothing shall enable unambiguous identification of the contractor's staff and their clear distinction from all other persons within the Agency's premises.

The contractor shall ensure that for cover of sickness and annual leave there will be a sufficient number of trained operatives to ensure acceptable continuity of service at all times. The replacement operatives must arrive promptly to cover the relevant shift.

The contractor must provide cover for planned and unplanned absences with no additional charges payable by the Agency.

The contractor must provide additional staff at short notice and for the duration as requested by the Agency.

Any changes of any sort shall be communicated by the contractor to EMA in writing; in case of changes affecting contractor staff already deployed at EMA, the contractor shall consult with the Agency well in advance, with exact timelines to be agreed in the SLA (see SLA in **Annex XI**). The contractor will be required to make every possible effort to keep the turnover within the staff deployed at EMA to a minimum.

The contractor must provide continuous training to its staff to further improve the quality of services provided to the Agency. Any financial cost arising from the staff training must be borne by the contractor.

The contractor shall ensure that its staff shall adhere to the EMA Security Policy when providing services to EMA (see POLICY/0076 in **Annex XII**).

The Agency will provide a general induction briefing to the contractor's staff including training on its systems and operational services (e.g. Microsoft Lync/Skype, Meeting Management System, relevant internal policies and procedures etc.).

The contractor's staff providing services on-site will be required to sign the Agency's declaration of interests and confidentiality undertaking (**Annex X**). It is the contractor's responsibility to ensure that any ad hoc and temporary staff have signed this document prior to providing services at the Agency's premises.

3.1.6. BHV/ERT role and training

Due to the nature of their services and their location in EMA premises, all contractor staff working on this contract need to be trained for the role of an Emergency Response Team member, or ERT (bedrijfshulpverlener or BHV-er). The contractor will ensure that all of its staff are trained, ideally prior to deployment or within three months of deployment. The ERT role includes assisting evacuation in case of a fire and first aid - further details here: <https://www.arboineuropa.nl/fag/taken-bedrijfshulpverleners-bhvers>.

Contractor staff must be aware that the ERT role is part of the service provision at EMA. ERT must attend annual refresher courses organised by their training provider. ERT must also attend the Agency's own building-specific training and annual refreshers.

3.1.7. Organisation of service and contract management

The contractor shall identify a Contract Manager for each discipline (reception/switchboard and hosting) within its organisation who will represent the contractor for all matters with the Agency. He/she will monitor and report the quality of the services provided by the contractor's on-site staff and be authorised to take decisions in their respective areas and respond immediately and effectively. Similarly, the Agency will designate a contact person(s) in charge of handling contacts with the contractor.

All communications and exchange of information between the Agency and the contractor shall be done in writing, preferably by email, and be addressed to the designated contract managers respectively. The contract communication language shall be English.

The focal contact point of the contractor will be the team supervisor. The supervisor shall be an experienced team member with appropriate knowledge and skills who manages and leads the team on-site.

All services provided by the contractor's on-site staff will be under the full management and supervision of the contractor.

3.1.7.1. Accounts & Management reporting

Tenderers should note that the reporting regime will require regular attendance by the Contract Managers on a monthly, quarterly and ad hoc basis. Meetings will take place with designated representative(s) from the Agency and at the Agency's premises unless the Agency agrees it takes place by teleconference. Additional related administrative services (such as summarising the outcomes of such meetings) may be required.

Invoices and supporting management information must be submitted on a **calendar** monthly basis.

Two accounts and invoicing are required, representing:

1. Host services
2. Reception and switchboard

The monthly management report must contain:

- Monthly and year to date visitors statistics
- Number of visitors by type
- Daily average number of visitors
- Number of no-shows
- Total switchboard calls
- Switchboard calls type
- Monthly or 4-weeks' working schedules to be sent to the Agency at least five working days in advance
- Actual hours of service provision by staff under the contract by name, date and type, number of days of unplanned absence (including maternity) and cost consumption
- Number of days of sickness and cost consumption
- Any issues related to the reception and hosting services identified by the contractor's staff providing services at the Agency's premises (if applicable)

3.1.7.2. Performance Management System

The successful contractor will be required to monitor and report the quality of the services carried out by its staff deployed at the Agency.

A template for a reception and switchboard SLA can be found in **Annex XI**.

The performance system is to be further defined once the contract is implemented and agreed via SLA means.

3.2. Minimum requirements to be met by the tender:

The following minimum requirements must be met by the tender for it to be considered compliant with the technical specifications. Tenderers must provide a completed declaration which can be found in **Annex IV**. Failure to confirm compliance with all the following requirements shall result in elimination from the tender:

- Compliance with applicable environmental, social and labour law obligations established by Union law, national legislation, collective agreements or the international environmental, social and labour conventions listed in Annex X to Directive 2014/24/EU.
- The working language of the Agency is English and the contractor must confirm that it will be able to communicate with the Agency in English for seamless implementation and execution of all the services covered within the scope of the contract, including responsibilities resulting from regulatory requirements such as Health and Safety and Data Protection, as well as for the efficient and timely response in respect to contract management.
- Processing of personal data in connection with this service must comply with EU data protection legislation, in particular, Regulation (EU) 2016/679 (General Data Protection Regulation), in such a manner that processing of personal data will meet the requirements of Regulation (EU) 2018/1725.
- The contractor must, as a minimum, comply with all service requirements as described in Section 3.1 of these Technical Specifications.

4. Participation in the tender

4.1. Agreements on public procurement

Participation in procurement procedures is open on equal terms to all natural and legal persons falling within the scope of the Treaties. This includes all legal entities registered in the EU and all natural persons having their domicile in the EU. Participation is also open to all natural and legal persons registered or having their domicile in a non-EU country which has an agreement with the European Union in the field of public procurement on the conditions laid down in that agreement. The rules of access to the market do not apply to subcontractors.

The procurement procedures of the Agency are not however open to tenderers from countries which have ratified the Multilateral Agreement on Government Procurement ("GPA").

4.2. Subcontracting

If the tenderer envisages subcontracting any part of this contract, **Annex V** should be completed indicating clearly the identity, roles, activities and responsibilities of subcontractor(s) and specifying the volume/proportion for each subcontractor. In case of *intra muros* services², the names, contacts and authorised representatives of subcontractors involved in the performance of the contract must also be stated.

Attached to the completed **Annex V** should be a signed letter of intent by each subcontractor stating its unambiguous undertaking to collaborate with the tenderer if it wins the contract and the extent of the resources that it will put at the tenderer's disposal for the performance of the contract.

A completed **Annex I and Annex III** is required by each subcontractor where more than 10% of the contract shall be executed by subcontractors. Tenderers should note their obligation to replace a subcontractor if it is in an exclusion situation or does not meet a specific selection criterion.

If such documents are not provided, the Agency shall assume that the tenderer does not intend subcontracting.

² Services provided on the Agency's premises.

5. Additional documentation available to tenderers

Further information about the work of the Agency can be obtained on its website:

<https://www.ema.europa.eu/>.

6. Site visit

Not applicable.

7. Variants

Not applicable.

8. Estimated contract volume

The Agency requires the following service provision:

- Six (6) receptionists/switchboard operators from 07h30 to 18h30 Monday to Friday at the Agency's premises in the Zuidas area of Amsterdam with all-inclusive cover, plus additional contractor staff as and when required. No service provision by receptionists/switchboard operators is required during weekends and holidays.
- Two (2) hosts/hostesses from 08h00 to 20h00 Monday to Friday at the Agency's premises in the Zuidas area of Amsterdam with all-inclusive cover, plus additional staff as and when required. No hosting services are required during weekends and holidays.

The indicative maximum value of the contract over the whole contract duration of 4 years (1+1+1+1) is €2,100,000.

Tenderers should be aware that the Agency reserves the right to increase or decrease the number of operators or hours needed / to change the schedule in comparison with the above estimates according to its actual needs. In case of need for additional service provision compared to the above estimates, the rates for additional contractor staff as per the costing sheet shall apply (prices C and D). In case of a decrease in service provision compared to the original estimate, a pro-rata reduction based on the annual cost (prices A and B as per the costing sheet) shall apply.

The Agency may exercise the option to increase the contract financial ceiling at a later stage via negotiated procedure for the repetition of similar services in accordance with Article 11.1(e) of Annex I to Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 on the financial rules applicable to the general budget of the Union. This procedure may only take place at the latest during the three years following contract signature and shall be triggered by the need to increase the financial ceiling up to a maximum of 50% of the initial ceiling.

9. Price

9.1. Currency of tender

Prices should be submitted in Euro. The costing sheet attached to these specifications must be used to submit a financial tender – **Annex II**.

Please note that the financial costing sheet in **Annex II** must be submitted in separate binders or folders, and on separate CD-ROM/DVD/USB memory stick which must be clearly labelled.

9.2. All-inclusive prices

Prices submitted in response to this tender must be inclusive of all costs involved in the performance of the contract (e.g. to include travel, subsistence etc). No expenses incurred in the performance of the services will be reimbursed separately by the Agency.

9.3. Price revision

Please see articles I.5.2. and II.20. of the draft contract (**Annex VII**).

9.4. Costs involved in preparing and submitting a tender

The Agency will not reimburse any costs incurred in the preparation and submission of a tender. Any such costs must be paid by the tenderer.

9.5. Period of validity of the tender

Tenderers must enclose a confirmation that the tender (including prices) is valid for six months from the closing date for receipt of tenders.

9.6. Protocol on the Privileges and Immunities of the European Union

The Agency is, as a rule, exempt from all taxes and duties, and in certain circumstances is entitled to a refund for indirect tax incurred such as value added tax (VAT), pursuant to the provisions of Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Union. Tenderers must therefore give prices which are exclusive of any taxes and duties and must indicate the amount of VAT separately.

10. Payment arrangements

The Agency shall receive two separate monthly invoices with the following accounts:

1. Hosting services account
2. Reception and switchboard account

Payments for all fixed costs will be made on the basis of an invoice issued by the contractor and verified by the Agency. Payment shall be made monthly in advance and on a pro-rata basis if required. Payments for additional operatives, as and when required by the Agency, shall be made in arrears.

Payments shall be made within 30 days of receipt of the request for payment and shall be deemed to have been made on the date on which they are debited to the Agency's account. The Agency may, however, after giving notice to the tenderer, defer payment if the products or services covered by the request for payment are contested by the Agency.

All invoices shall be sent in PDF format to the following e-mail address:

ema.vendorinvoices@ema.europa.eu.

The Agency shall be bound to comply with payment periods only if requests for payment are properly presented at the above address.

The tenderer is required to give the following information on all invoices:

- The breakdown of fees for services, the contract price and the amount of VAT applied, if any, or, whenever appropriate, a note that the services rendered under the contract are exempted from VAT in accordance with the national tax law by which the tenderer is governed.

- A reference to the contract number and specific contract number.
- A reference to the Agency's purchase order number which shall be communicated from time to time.

11. Contractual details

A draft framework contract is attached to these Technical Specifications as **Annex VII**. Tenderers must confirm acceptance of the draft contract and terms and conditions of the tender as part of their tender response by completing the declaration in **Annex I**. The Service Level Agreement ('SLA') in **Annex XI** shall apply to this contract. The contractor shall meet or exceed the service level requirements it contains. The Agency may review the SLA from time to time and request amendment at its discretion.

Multiple Framework Contract in Priority Order

The Agency wishes to conclude a maximum of two framework contracts in priority order (cascade) to provide services as described in Section 3 of these Technical Specifications for a maximum duration of four years. The initial framework contract will have a duration of one year with three possible renewals of 12 months each (see also article I.3.5 of the draft framework contract). The contract is currently foreseen to start in Q4 2019.

The successful tenderers will be ranked in priority order resulting from the evaluation of the tenders offering the most advantageous tender for the framework contract. The Agency will always contact the contractor at the top of the list in the first instance. If that contractor is unable to respond or incapable of providing the services requested, the second ranked contractor will be contacted. For further details of how the cascade of contracts shall operate, please see Article I.4.3 of the draft framework contract (**Annex VII**).

A framework contract will establish the terms governing specific contract and/or purchase orders to be awarded during a given period, in particular with regard to price.

Signature of the framework contract imposes no obligation on the Agency to order services. Only the implementation of the framework contract through specific contracts and/or purchase orders is binding for the Agency.

Each specific contract and/or purchase order will contain details of deliverables and timelines for particular services to be provided.

* * *

The Agency processes personal data in accordance with Regulation (EU) 2018/1725 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC. The tenderer is required to comply with the provisions of EU data protection legislation, in particular, Regulation (EU) 679/2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation); and shall provide sufficient guarantees to implement appropriate technical and organisational measures in such a manner that processing of personal data will also meet the requirements of Regulation (EU) 2018/1725 and ensure the protection of the rights of data subjects.

12. Exclusion criteria

All tenderers shall provide a declaration on their honour (see **Annex III**), duly signed and dated by an authorised representative, stating that they are not in one of the situations of exclusion listed in this Annex. In case of subcontracting, tenderers should note that there will be an obligation to replace a subcontractor if it is in an exclusion situation.

Tenderer shall also provide the documents mentioned as supporting evidence in **Annex III** as part of their tender submission. The documents mentioned as supporting evidence in **Annex III** which cannot be submitted within the submission deadline must be provided as soon as possible thereafter.

The Agency may waive the obligation of a tenderer to submit the documentary evidence referred to above if such evidence has already been submitted to it for the purposes of another procurement procedure of EMA and provided that the issuing date of the documents does not exceed one year and that they are still valid. In such a case the tenderer shall declare on its honour that the documentary evidence has already been provided in a previous procurement procedure and confirm that no changes in its situation have occurred.

13. Selection criteria: legal and regulatory capacity

13.1. Requirement

All tenderers must have authorisation to perform the contract under national law.

13.2. Evidence required

All tenderers shall provide a declaration on their honour (see **Annex III**), duly signed and dated by an authorised representative, as part of their tender response, stating that they have the legal and regulatory capacity to pursue the professional activity needed for performing the contract to meet the requirement as stated in **13.1**.

As part of its tender response, the tenderer shall provide the following evidence listed below:

- Authorisation to perform the contract under national law, as evidenced by inclusion in a relevant professional or trade register (except for international organisations), membership of a specific professional organisation, express authorisation of entry in the VAT register.

14. Selection criteria: financial and economic capacity

14.1. Requirement

- Tenderers must be financially feasible and in a stable financial position and have the economic and financial capacity to perform the contract.
- The annual turnover of the tenderer must be of a minimum value of €900,000 for each of the last two financial years.
- In order to be financially feasible, an entity must be able to demonstrate a favourable total score for the following: liquidity, capability to cover its short-term commitments; solvency, capability to cover its medium and long-term commitments; and profitability, generating profits, or at least with self-financing capacity.

14.2. Evidence required

All tenderers shall provide a declaration on their honour (see **Annex III**), duly signed and dated by an authorised representative, as part of their tender response, stating that they fulfil the applicable financial and economic criteria set out in **14.1**.

If the tenderer is a company and is otherwise required under the law of the State in which it is established to publish its accounts, it shall **as part of its tender response** provide, including from subcontractors if requested:

1. financial statements or their extracts for the last two financial years for which accounts have been closed;
2. a statement of overall turnover for the last two financial years available.

If, for some exceptional reason which the contracting authority considers justified, the tenderer is unable to provide the documentation mentioned, it may prove its financial and economic capacity by any other means which the contracting authority considers appropriate.

If the tenderer relies on the capacities of other entities (e.g. a parent company), a written undertaking on the part of those entities confirming that they will place the resources necessary for performance of the contract at the disposal of the tenderer for the period of the contract may be requested by the Agency. In such case the Agency may require that the successful tenderer(s) and such entities are jointly liable for the execution of the contract.

The Agency may waive the obligation of a tenderer to submit the documentary evidence referred to above if such evidence has been submitted to it for the purposes of another procurement procedure and provided that the documents are up-to-date.

The following ratios will be calculated to evaluate financial feasibility:

Ratio	Formula	0	1	2
Liquidity	<i>Liquidity</i> $\frac{\text{Current assets} - \text{Stocks} - \text{Debtors} > 1 \text{ year}}{\text{Short term debts}}$	Below 50%	Between or equal 50% and 100%	Above or equal 100%
Solvency	<i>Financial independence</i> $\frac{\text{Own funds}}{\text{Total liabilities}}$	Below 20%	Between or equal 20% and 40%	Above or equal 40%
	<i>Debt ratio</i> $\frac{\text{Own funds}}{\text{Medium- and long-term debts (MLT)}}$	Below 30%	Between or equal 30% and 60%	Above or equal 60%
Profitability	<i>Coverage of deposits and borrowed funds by Self Financing Capacity (SFC*)</i> $\frac{\text{SFC}}{\text{Medium and long terms debt (MLT)}}$ <small>* SFC = net result + amortisation</small>	Below 25%	Between or equal 25% and 50%	Above or equal 50%
	<i>Profitability</i> $\frac{\text{Gross operating result}}{\text{Turnover}}$	Below 5%	Between or equal 5% and 15%	Above or equal 15%

A score is awarded according to the calculated values of each of the five ratios and the maximum score an entity may obtain is a total of 10 points.

In order to meet the financial capacity criterion, the tenderer must obtain a score of at least 4 points out of 10.

If it seems that the financial feasibility evaluation does not provide a favourable picture of an organisation's financial status, economic and financial capacity may be proven by any other means which the contracting authority considers appropriate.

In case of joint tenders the financial and economic capacity shall be evaluated as a whole.

15. Selection criteria: technical and professional capacity

15.1. Requirements

1. Relevant experience in provision of services in all of the fields covered by this procurement procedure as described in Section 3 of these specifications in the past three years. The tenderers are required to demonstrate that within the past three years they successfully provided to at least three different clients of a similar size as the EMA (currently approximately 800 staff members) all of the following: reception, switchboard, and hosting services.
2. Evidence of a quality management system in place that is in line with ISO 9001:2008 or equivalent.

Tenderers must meet all of the above requirements.

In case of joint tenders and subcontracting the evaluation the selection criteria will be applied to the tenderer as a whole

15.2. Evidence required

All tenderers shall provide a declaration on their honour (see **Annex III**), duly signed and dated by an authorised representative, as part of their tender response, stating that they fulfil the applicable technical and professional criteria set out in '**15.1 Requirements**'.

Any tenderer with a professional conflicting interest which prevents it from performing the contract adequately may be rejected on the basis of not fulfilling selection criteria for professional capacity.

As part of its tender response, the tenderer shall provide the documents listed below:

- In the context of requirement no.1, a list of services provided in the past three years to different clients of a similar size as the EMA. The contracts should be of similar size and type of what is requested under this invitation to tender (see Section 3 of these specifications) . The tenderer must provide the following information:
 - Name and address of recipients
 - Value of the services provided
 - Scope of the services provided
 - Time period during which services were provided
 - Average of reception and switchboard handling of visitors/calls per day
 - Events hosted in the past year, including average duration and average number of attendants

- In the context of requirement no.2, details of any quality assurance accreditation that the tenderer currently holds and/or accreditations applied for and their current status. If no accreditations are held, please provide an outline of the quality assurance policy of the tenderer.

16. Award criteria

In order to determine the most economically advantageous tender, the award criteria which will apply to this procurement procedure are as follows:

Qualitative award criteria:	60%
Price:	40%
Total	100%

For joint tenders the award criteria shall be evaluated in relation to the tender submitted as a whole, including all consortium members and subcontractors.

16.1. Qualitative award criteria

The qualitative criteria which will apply to this tender are set out in tabular format below including the available points and minimum scores. Any tenderer not achieving the minimum scores indicated below will be eliminated and not evaluated for price. The qualitative award criteria shall account for **60% of the weighting** for this tender.

Tenderers should provide answers to each of the award criteria on separate sheets and in the order as requested. In principle, a maximum of two pages A4 per question should be submitted; any answer exceeding this shall be disregarded and not evaluated. This restriction does, however, not apply to questions 1.2, 3.1 and 4.1.

No.	Qualitative award criterion	Maximum points available	Minimum points, which must be achieved
1	Staffing and organisation	40	24
1.1	Tenderers are requested to provide detail on how they would select, train and evaluate the operatives to be allocated to the Agency's contract (including vetting policy, code of behaviour, dress and grooming policy, continuous development/training plan, reward schemes in place and internal grievance procedures).	20	12
1.2	Tenderers are requested to submit job profiles (i.e. details of proposed roles and responsibilities) for all roles (contract manager, supervisor, receptionist/switchboard operator, host). Please note that Curricula Vitae should not be provided in response to this criterion.	5	3

No.	Qualitative award criterion	Maximum points available	Minimum points, which must be achieved
1.3	<p>Tenderers are requested to detail the procedure they would adopt both for planned and unexpected staff absences, including:</p> <ul style="list-style-type: none"> Where would staff be sourced from to cover absences and/or seasonality and ad hoc needs? What is the minimum response time for an urgent request for additional staff/replacements? 	10	6
1.4	Tenderers are requested to explain how they intend to provide the requested services to an organisation such as EMA with a high confidentiality and security level and with staff and visitors from diverse cultural backgrounds.	5	3
2	Contract management	25	15
2.1	Tenderers are requested to describe how they intend to manage the contract (including management structure, key personnel and shifts, account support, quality management).	15	9
2.2	Tenderers are requested to describe how they would assist the Agency in a business continuity situation with respect to providing switchboard and host services. This could relate to providing services from a disaster recovery or other site in case of emergencies or disasters that prevent normal access to the Agency premises, or in the situation of a major transport disruption. A subset business continuity plan for the services managed by the successful contractor should be provided.	10	6
3	Reporting & Compliance	15	9
3.1	Tenderers are requested to submit a template of the monthly report they propose would be suitable for this	10	6

No.	Qualitative award criterion	Maximum points available	Minimum points, which must be achieved
	contract.		
3.2	Tenderers are requested to demonstrate their commitment to comply with all current legislation relating to Health, Safety, Data Protection and other legislation related to the subject matter of this tender by explaining how they will ensure that any future changes to relevant legislation will be complied with.	5	3
4	Implementation & Exit Plans	20	12
4.1	Tenderers are requested to provide a detailed implementation plan for the contract start and a detailed exit plan for the end of contract, including timelines and activities they would undertake leading up to the commencement of the new contract and at the end of the contract.	20	12
	TOTAL	100	60

16.2. Price

Only those tenderers which have obtained the stipulated minimum score shall be evaluated for price and thus for award of the contract.

Price shall account for **40%** of the weighting for this procurement procedure.

The award criteria for price shall be evaluated according to the following formula:

$$\frac{\text{Lowest price} \times \text{weighting for price}}{\text{Tenderer's price}}$$

For the purposes of evaluation "price" in this formula shall be the grand total of the scenario in the costing sheet in **Annex II** calculated to two decimal places.

This scenario is indicative only for the purposes of evaluation and is not binding on the Agency as a future purchase but uses prices which shall be those charged by the tenderer if a contract is awarded.

Tenderers' attention is drawn to Article 23 of Annex I to Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 on the financial rules applicable to the general budget of the Union, concerning abnormally low tenders.

16.3. Total points for award criteria

Following evaluation of price, the points for the qualitative award criteria and the points for price shall be added together to arrive at a grand total to two decimal places.

17. Tender to be submitted

Tenderers must submit the following:

Documents required

Letter enclosing the tender on the official letter headed paper of the tenderer and signed by an authorised representative of the tenderer.

A completed tenderer information sheet and declaration on tender submission – **Annex I.**

A detailed financial tender using the costing sheet attached in **Annex II**, and exclusive of VAT, signed by an authorised representative.

A completed declaration relating to exclusion and selection criteria – **Annex III.**

Documents mentioned as supporting evidence in Annex III (documents which cannot be submitted within the submission deadline must be provided as soon as possible thereafter)

A completed minimum technical requirements declaration – **Annex IV.**

A completed subcontractors form if applicable– **Annex V.**

A completed checklist – **Annex VI.**

Documentation requested to enable assessment of Award Criteria (point 16.1 above).

Documentation requested to enable assessment of selection criteria (sections 13.2, 14.2 and 15.2 above)