



The European Foundation for the Improvement of Living and Working Conditions (Eurofound)

PROCUREMENT DOCUMENTS

PART B: TENDER SPECIFICATIONS

TITLE OF THE CONTRACT: Provision of Facilities Management and Engineering Services

Part 1: Scheduled Services – preventative maintenance (Direct Services Contract)

Part 2: Additional (ad-hoc) Services and responsive maintenance (Framework Contract)

Internal Reference No.: 171902/5068

INDICATIVE TIMETABLE FOR PROCUREMENT PROCEDURE

Milestone	Date
Launch date	01/07/2019
Site visit	02/08/2019
Deadline for clarifications, answers to questions, corrigenda	16/08/2019
Receipt of tenders	26/08/2019
Tenders opening session	27/08/2019
Notification of the evaluation results	16/10/2019
Contract signature	06/11/2019

TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
1. ABOUT EUROFOUND	4
2. INFORMATION ON TENDERING.....	4
2.1. Participation	4
2.2. Procurement procedure and nature of the contract	4
2.3. Information about lots.....	4
2.4. Compliance with applicable law	5
2.5. Joint tenders	5
2.6. Subcontracting	5
2.7. Structure and content of the tender	5
3. TECHNICAL SPECIFICATIONS	6
3.1. Background information	6
3.2. Purpose of the contract	7
3.3. Overall Objectives	7
3.4. Scope of the work	8
3.5. Expected deliverables	10
3.6. Duration	10
3.7. Volume of the contract & payments	11
3.8. Place of work and meetings	11
3.9. Ordering	12
3.10. Reporting	13
3.11. Invoicing	14

4.	EVALUATION AND AWARD.....	15
4.1.	Identification of the tenderer.....	16
4.2.	Verification of non-exclusion	17
4.3.	Selection criteria	17
4.4.	Award criteria	21
4.5.	Ranking of tenders	22
5.	SITE VISIT.....	22
6.	ADDITIONAL INFORMATION.....	22

1. ABOUT EUROFOUND

The European Foundation for the Improvement of Living and Working Conditions (Eurofound) is a tripartite European Union Agency established in 1975. Its role is to provide knowledge in the area of social, employment and work-related policies according to Regulation (EU) 2019/127.

2. INFORMATION ON TENDERING

2.1. Participation

Participation in this procurement procedure is open on equal terms to all natural and legal persons falling within the scope of the Treaties, as well as to international organisations.

It is also open to all natural and legal persons established in a third country which has a special agreement with the Union in the field of public procurement on the conditions laid down in that agreement.

Please also refer to the note at the end of the invitation letter (Part A of these Procurement Documents).

2.2. Procurement procedure and nature of the contract

Eurofound has decided to use the open procedure in order to award both a direct contract and a framework contract (FWC) for the Provision of Facilities Management and Engineering Services.

This procurement procedure concerns a direct and a FWC contract.

2.3. Information about lots

This tender is not divided into lots. The tenderer must be in a position to be able to provide all services requested.

However, this tender is split into two parts reflecting the way in which different services are provided and their nature. Due to the dual nature of the service to be provided successful tenderers will be awarded with 2 following contracts:

Part 1 - Scheduled Services – preventative maintenance (direct contract).

Part 2 - Additional (ad-hoc) Services and responsive maintenance (FWC contract).

Any tender submitted must cover all the work required under both parts. Tenders covering just one part will be rejected.

As tendering for both parts is compulsory the tenders provided will be assessed having in mind the quality of the proposal for both parts jointly.

2.4. Compliance with applicable law

The tender must comply 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/EU¹.

2.5. Joint tenders

A joint tender is a situation where a tender is submitted by a group of economic operators (natural or legal persons). Joint tenders may include subcontractors in addition to the members of the group.

In case of joint tender, all members of the group assume joint and several liability towards Eurofound for the performance of the contract as a whole, i.e. both financial and operational liability. Nevertheless, tenderers must designate one of the economic operators as a single point of contact (the leader) for Eurofound for administrative and financial aspects as well as operational management of the contract.

After the award, Eurofound will sign the contract either with all members of the group, or with the leader on behalf of all members of the group, authorised by the other members via powers of attorney.

2.6. Subcontracting

Subcontracting is permitted but the contractor will retain full liability towards Eurofound for performance of the contract as a whole.

Tenderers are required to identify subcontractors whose share of the contract value is above 5% or whose capacity is necessary to fulfil the selection criteria. The tender must provide information about the proportion of the contract that the tenderer intends to subcontract.

During contract performance, the change of any subcontractor identified in the tender or additional subcontracting will be subject to prior written approval of Eurofound.

2.7. Structure and content of the tender

The tenders must be presented as follows:

Chapter 1: Identification of the tenderer (see section 4.1)

Chapter 2: Non-exclusion (see section 4.2)

Chapter 3: Selection (see section 4.3)

Chapter 4: Technical offer

The technical offer must cover all aspects and tasks required in the technical specifications and provide all the information needed to apply the award criteria.

¹ Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC (OJ L 94, 28.3.2014, p. 65).

Offers deviating from the requirements or not covering all requirements may be rejected on the basis of non-compliance with the Tender Specifications and will not be evaluated.

Chapter 5: Financial offer

The price for the tender must be quoted in euro. Tenderers from countries outside the euro zone have to quote their prices in euro. The price quoted may not be revised in line with exchange rate movements. It is for the tenderer to bear the risks or the benefits deriving from any variation.

Prices must be quoted free of all duties, taxes and other charges, including VAT, as the European Union is exempt from such charges under Articles 3 and 4 of the [Protocol on the privileges and immunities of the European Union](#).

The quoted price will be subject to indexation from the second year of performance of the contract. Indexation shall be determined by the formula contained in draft contracts forming Part D of the Procurement Documents.

Eurofound reserves the right not to select a contractor if the price of the tenders proposed is in excess of the budget allocated to this project.

Where a maximum budget is mentioned in the Tender Specifications, financial proposals exceeding this amount will be rejected.

Eurofound may reject abnormally low tenders, in particular if it established that the tenderer or a subcontractor does not comply with applicable obligations in the fields of environmental, social and labour law.

Note that **the Standard Reply Form**, forming Part C of the Procurement Documents, provides a ready to use tender template. Tenderers are strongly advised to use it while drafting their tenders.

3. TECHNICAL SPECIFICATIONS

3.1. Background information

This tender refers solely to Eurofound premises in Dublin. The premises, in Loughlinstown area in Dublin, are comprised of several interlinked buildings containing office, conference and kitchen facilities. Please find measurements, in square metres, of Eurofound below (*Note: they include external walls, and are approximate*):

- Main Office Block Ground Floor..... approx. 1,260 m²
- Main Office Block First Floor..... approx. 1,260 m²
- Loughlinstown House Ground Floor approx. 450 m²
- Loughlinstown House First Floor approx. 450 m²
- Publications Store Block..... approx. 360 m²
- Conference Centre approx. 844 m²
- Conference Centre Basement..... approx. 125 m²
- Conference Centre – plant room area

- Staff Accommodation (two unoccupied apartments) approx. 365 m²
- Garages etc. beneath Staff Accommodation. approx. 365 m²
- Security hut approx. 29 m²
- Conference Centre glass covered link corridor..... approx. 50 m²
- Loughlinstown House glass covered link corridor approx.70 m²
- Dining Hall link corridor approx.27 m²
- Dining Hall (inc. kitchen and services) approx. 382 m²
- Tennis Court including fencing..... approx. 612 m²
- Entrance Boundary Walls/Gateway approx.60 linear meters
- Site boundary perimeter fencing

N.B. Tenderers must verify measurements themselves as areas given are approximate and non-binding.

Services similar to the services described in this tender have been provided by facilities management companies since 2006. The current contract will expire on the 31st December 2019. The current contractor has, to fulfil duties specified in the Technical Specification Sheets attached (see Part E of Procurement Documents), provide Eurofound with 2 on-site security staff working shifts and 3 cleaning staff. The latter ones are provided directly by the incumbent contractor while the former ones are subcontracted. Details of current working hours of staff can be found in Part E.

NOTE: Eurofound will not give any warranty or comfort to the service providers interested in the tender that the European Union Directive 2001/23/EC of 12 March 2001 on the approximation of the laws of the Member States relating to the safeguarding of employees' rights in the event of transfers of undertakings, businesses or parts of undertakings or businesses² will or will not apply. Any interested party must take their own independent advice on the matter. It is the responsibility of the service provider to ensure that all regulations in this matter are applied as appropriate in the performance of the contract.

3.2. Purpose of the contract

The purpose of this tender is to engage a facilities management company to provide a wide range of preventative and responsive maintenance services including (ad hoc) additional maintenance and facility services at the Eurofound premises as outlined in the detailed Technical Specifications Sheets (Part E of Procurement Documents).

3.3. Overall Objectives

The overall objective of this tender is to contract efficient provision and timely delivery of high-quality facilities management and engineering services. The aim is always to ensure efficient and effective functioning of Eurofound's facilities.

² Transposed into the Irish law by Statutory instrument 131/2003 - European Communities ([Protection of Employees on Transfer of Undertakings](#)) Regulations 2003 and supplemented by the Employees ([Provision of Information and Consultation](#)) Act 2006.

3.3.1. Specific Objectives for Part 1 – Scheduled Services – preventative maintenance (direct contract).

Provision of a range of preventative maintenance and scheduled facilities services with the aim to ensure efficient and effective functioning of Eurofound's facilities at all times.

3.3.2. Specific Objectives for Part 2 – Additional (ad-hoc) Services and responsive maintenance (FWC contract)

Provision of the additional services on an ad-hoc basis allowing Eurofound to use these services when and where needed to tackle the problems when an emergency arises or where the frequency of the requests for such services are of irregular or unpredictable nature.

3.4. Scope of the work

Service level:

- The service level minimums for tendering purposes shall be as per non-exhaustive list of components and technical specifications listed in the **Part E of the Procurement Documents**.
- All equipment is to be serviced, as a minimum, to manufacturer's recommended specifications and to normal industry standards. Where disagreement occurs as to what constitutes 'normal industry standards' Eurofound may engage the services of a mutually acceptable and suitably qualified consultant whose opinion shall be binding.
- Subsequent adjustment of service levels, on the advice of the selected contractor, and in the interest of improved efficiency may be accepted by Eurofound within the contract cost structure where the overall quality of the services is not affected.
- Emergency callouts will be within the timeframe indicated in the Technical Specification Sheets.

The Contractor must:

- Ensure that all personnel (including subcontractor staff) engaged in the performance of the contracts are appropriately trained and certified and equipped for the work they are performing. Evidence of training and qualifications will be required by Eurofound.
- Ensure that all personnel (including subcontractor staff) engaged in the performance of the contracts shall employ safe work methods in full compliance with all appropriate Health and Safety practice and legislation.
- Ensure that all personnel (including subcontractor staff) engaged in the performance of the contracts will be employed in full compliance with national legislation governing terms and conditions of employment.
- Ensure that appropriate company registration, licensing and certification is in place for all persons/companies (including subcontractors) engaged in the performance of the contracts. Evidence of same will be required by Eurofound.

- Ensure that all equipment used in the performance of the contracts shall be designed for the purpose for which it is being used and is safe and serviceable.
- Ensure that all chemicals used in the performance of the contracts comply with all appropriate Health and Safety legislation, are used in a manner that is safe in accordance with the suppliers guidelines and provide Eurofound with data sheets on chemicals used as per REACH obligations, where appropriate (<http://echa.europa.eu/information-on-chemicals>).
- Ensure that all cleaning products used in the performance of the contracts shall be ecologically biodegradable and non-environmentally hazardous and, as far as possible, carry the EU Ecolabel or equivalent (<http://ec.europa.eu/environment/ecolabel/>)
- Ensure that all waste shall be properly disposed of in accordance with all relevant legislation.
- Ensure that appropriate licensing and registration is in place for all waste disposals.

The successful tenderer will be expected to actively contribute with its knowledge and expertise to support Eurofound efforts for increased environmental sustainability of its operations.

The successful tenderer will be obliged to supply, towards the end of the contract to be signed, details on staff engaged during the contract performance and other information that might be relevant for the future tendering process.

3.4.1. Scope of the Work – Part 1 – Scheduled Services – preventative maintenance (direct contract).

The contract for Part 1 shall cover a range of regular (preventative and periodic) maintenance and scheduled facilities services at the Eurofound's premises as described in the Technical Specification Sheets listed in the Part E of the Procurements Documents.

These sheets are for informative purposes only and represent the minimum service quality standards acceptable by Eurofound. It is the responsibility of the contractor to inform Eurofound and update the technical specification sheet with any details which they feel is the minimum standard satisfying manufacturer's servicing recommendations and best practices standards.

All scheduled services are to be date assigned at the start of the contract period by the contractor in agreement with Eurofound. All dates submitted must be accurate and adhered to however Eurofound may request changes from the agreed dates for scheduled services to allow for such as conferences and events.

3.4.2. Scope of the Work – Part 2 – Additional (ad-hoc) Services and responsive maintenance (FWC contract)

The framework contract for Part 2 shall cover provision for additional (ad-hoc) services, which shall include works associated with, but extra to, the scheduled services referred to under Part 1. For instance, this includes services such as, but not limited to:

- reactive maintenance,

- ad-hoc repairs and parts including emergency works which may be out of normal working hours;
- decorative and building, plumbing and electrical works;
- additional work to security installations;
- additional waste disposal and recycling
- any other facilities and building infrastructure related tasks that the contractor is in a position to supply at the request of Eurofound.

Examples of possible additional (ad-hoc) services are listed in the technical specification sheets for Part 2 in Part E of the Procurement Documents.

3.5. Expected deliverables

Facilities management and engineering services for Eurofound as outlined in the detailed Technical Specifications Sheets (Part E of the Procurement Documents).

3.5.1. Method Statements

All Method Statements must be provided to and approved by Eurofound before any work may commence.

3.5.2. Method Statements: Part 1 – Scheduled Services – preventative maintenance (direct contract)

The Contractor must, on commencement of the direct Services Contract, provide a Method Statement for each area of the scheduled services or preventative maintenance activity which also includes a detailed Risk Assessment. If any change occurs during the contract, the Method Statement must be updated accordingly. Eurofound reserves the right to accept or decline the change.

Together with the Method Statement, the Contractor must supply the contact details of the persons providing the service as outlined under point 3.8.2 below.

3.5.3. Method Statements: Part 2 – Additional (ad-hoc) Services and responsive maintenance (FWC contract)

For any ad-hoc or responsive maintenance services, prior to commencement of any work, the Contractor must provide a detailed Method Statement including a Risk Assessment, outlining specifics of the work, the method and the areas affected by the work.

3.6. Duration

Both contracts (the direct and the FWC contract) shall enter into force on the 1st January 2020. Both contracts will be concluded for a period of 12 months with effect from the date on which they enter into force.

Both contracts will be renewed automatically 3 times for 12 months each, unless one of the parties receives formal notification to the contrary at least three months before the end of the ongoing duration. Renewal does not change or postpone any existing obligations.

3.7. Volume of the contract & payments

Part 1 – Scheduled Services – preventative maintenance (direct contract)

The maximum budget for the implementation of this direct contract is EUR 925,000.00.

Part 2 – Additional (ad-hoc) Services and responsive maintenance (FWC contract)

The maximum budget for the implementation of this framework contract is EUR 400,000.00. This figure is indicative and the actual allocation may be lower depending on the needs that arise.

Payment schedule

Part 1: Direct contract - Scheduled Services – preventative maintenance

<u>Payment</u>	<u>Payment on approval by Eurofound of the following deliverables</u>
Monthly payments	Following provision and acceptance of all scheduled deliverables for a specific month

Part 2: Framework contract - Additional (ad-hoc) services and responsive maintenance.

<u>Payment</u>	<u>Payment on approval by Eurofound of the following deliverables</u>
Monthly payments	Following provision and acceptance of previously ordered services/works.

3.8. Place of work and meetings

The tasks for both contracts are to be performed at the Eurofound's premises in Dublin.

All meetings shall take place at agreed intervals but initially **on a weekly basis** between the single contact person of the contractor and Eurofound's Facilities Officer to discuss any matters relating to performance of the contract.

The frequency of these regular meetings may be reviewed and agreed under different terms at the later stage during the contract. The contractor shall be available for meetings at any other time at the request of Eurofound.

As described above under point 3.9.3, a **quarterly progress review meeting**, following provision of the monthly and quarterly progress reports, will take place at Eurofound. The

meetings shall be attended by Eurofound's Facilities Officer and the Head of Administration and by the contractor's Contract Manager.

3.8.1. Site arrival and departure - work commencement and work completion

The Contractor's staff must report to Security and to the General Facilities Officer upon arrival at Eurofound prior to commencing any work (scheduled and ad-hoc).

The Contractor's staff must report to the General Facilities Officer after completion of the work (scheduled and ad-hoc), and before the departure from Eurofound. The contractor's staff shall brief the General Facilities Officer on the works completed and shall provide a Work/Service Completion Report for signature.

In case of absence of the General Facilities Officer, the Facilities Assistant and/or Reception shall be contacted.

3.8.2. Personnel involved in implementation of the contracts

Tenderers must provide the curriculum vitae (CV) and contact details of the key personnel (as per the list below) proposed by the tenderer to liaise with Eurofound in the performance of the contract:

1. Contracts/Account Manager;
2. Project Manager – liaison person, single point of contact;
3. Health & Safety Manager;
4. M&E services maintenance personnel;
5. Audio/Video maintenance personnel;
6. Security services and maintenance personnel.

Furthermore, the Contractor shall for each area of the services, covering the scope of both scheduled services (Part 1) and ad-hoc services (Part 2) not listed above, provide a list of the main contact persons, their area of expertise, their contact details and the contact details of their supervisor(s) in case of escalation. If details of some non-key personnel are not available at the time of tendering, these details shall be supplied prior to the start of contract implementation

3.9. Ordering

3.9.1. Part 1 – Scheduled Services – preventative maintenance (direct contract)

All costs associated with the scheduled and preventative maintenance services as described in the technical specification sheets is covered under the agreed direct contract and therefore there is no need for any official ordering.

3.9.2. Part 2 – Additional (ad-hoc) Services and responsive maintenance (FWC contract)

All additional (ad-hoc and responsive maintenance services) will be assigned by using order forms. It is anticipated that details regarding the system of ordering will be negotiated

between the Contractor and Eurofound before the contract is signed with a view to allow use of an electronic helpdesk system for processing of orders.

For all additional (ad-hoc) and responsive maintenance services, together with a Method Statement the Contractor must, prior to commencement of any work, provide a full Quotation detailing all costs. Labour costs of these works will be required to come from the Official Price List as completed by candidates in their tender submission. If accepted by Eurofound, the cost quoted will be the maximum price paid for the relevant order, no alterations are possible. Prices shall be quoted as per cost proposal provided by the Contractor in their tender application. The cost proposal will form an annex to the Framework Contract.

Failure to provide a Method Statements and Quotations on time or to agreed specification may result in delay or non-payment for the services rendered.

3.10. Reporting

3.10.1. The Work/Service Completion Report

A Work/Service Completion Report (Docket) must be filed by the Contractor for each task (order) upon completion. The format of this Report shall be agreed in advance. The Report shall include the following information:

- a detailed description of the work with work order number including a list of the serviced items with their ID's (asset register numbers),
- a clear description of the attended area and location;
- the date the services took place;
- the start-time, the end-time and duration of the tasks;
- the number of personnel needed for the work provided.
- a clear note stating if work is complete or follow up is required

An electronic or hard copy of the Work/Service Completion Report must be provided to Eurofound **within 2 working days following completion of the work**. Only tasks (orders) for which a Work/Service Completion Report has been provided and for which this Report has been accepted by Eurofound are deemed to be completed and are eligible for invoicing.

Failure to provide a Work/Service Completion Report on time or to agreed specification may result in delay or non-payment for the services rendered.

All Work/Service Completion Reports will be the property of Eurofound and shall be stored onsite in a filing cabinet provided by Eurofound for this purpose. The Reports may not be removed from the premises.

3.10.2. Weekly Report and weekly meetings

The Contractor shall provide an electronic or hard copy of the Weekly Report to Eurofound **on every Friday by 13.00 hrs** or prior to the weekly meeting at the latest. The format of this Report may be simple to minimise administrative demands, format and delivery time shall be agreed in advance. The Report shall include the following information:

- a) all works and services attended to in the current week with an update on their status (the update on the status of the works attended to on Friday may be reported in following week, if necessary)
- b) all scheduled work/services for **the upcoming 10 days**

A regular progress meeting shall take place at agreed intervals but initially on a weekly basis between the single contact person of the selected contractor and Eurofound's Facilities Officer to discuss any matters relating to performance of the both contracts.

3.10.3. Quarterly Progress Review Meeting

A quarterly progress review meeting will take place at Eurofound. This will be attended by Eurofound's Facilities Officer and the Head of Resources and by the facilities company Contract Manager. A Quarterly Progress Report should be submitted at least one week in advance of this review meeting for review. The full set of documentation consists of:

- Executive Summary
- relevant progress of Part 1 services for the previous 3 months
- relevant progress of Part 2 services for the previous 3 months
- focuses for next quarter in Part 1 and Part 2
- detailed financial report outlining financial consumption for the previous 3 months
- update on current outstanding items
- AOB

3.11. Invoicing

3.11.1. Part 1 – Scheduled Services – preventative maintenance (direct contract)

Together with the monthly invoice, the Contractor must provide a Monthly Progress Report in electronic format on the operational and financial progress of the contract for Part 1 – Scheduled Services. Both the invoice and the Report shall be provided **within 2 weeks** following the end of the month they refer to. The Report shall summarise **all** scheduled services and activities which were delivered during the last month. The format of this Report shall be agreed in advance.

The invoice must conform to Article I.5 of the direct contract. Only tasks for which Eurofound has received a full set of documentation are deemed completed and shall be eligible for invoicing. The full set of documentation consists of:

- the relevant Monthly Progress Report,
- the relevant Method Statement,
- the relevant Quotation, and
- the relevant Work/Service Completion Report.

Failure to provide the complete set of documentation for a task on time or to agreed specification may result in delay or non-payment for the services rendered.

3.11.2. Part 2 – Additional (ad-hoc) Services and responsive maintenance (FWC contract)

Together with the monthly Ad-Hoc invoice, the Contractor must provide a Monthly Progress Report in electronic format on the operational and financial progress the contract for Part 2 – Additional (ad-hoc) Services. Both the invoice and the Report shall be provided **within 2 weeks** following the end of the month it refers to. This Report shall summarise **all** additional and ad-hoc services and activities which were delivered during the last month. The format of this Report shall be agreed in advance.

The invoice must conform to Article I.6 of the framework contract. Only tasks for which Eurofound has received a full set of documentation are deemed completed and shall be eligible for invoicing. The full set of documentation consists of:

- the relevant Monthly Progress Report,
- the relevant Method Statement(s),
- the relevant Quotation(s), and
- the relevant Work/Service Completion Report(s)/Dockets.

Failure to provide the complete set of documentation for a task on time or to agreed specification may result in delay or non-payment for the services rendered.

4. EVALUATION AND AWARD

Tenderers must prove their legal, regulatory, economic, financial, technical and professional capacity to carry out the work subject to this procurement procedure.

The tenderer may rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. It must in that case prove to Eurofound that it will have at its disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at its disposal.

The evaluation is based solely on the information provided in the submitted tender. It involves the following:

- Identification of the tenderer right to access the market on the basis of the evidence provided by the tenderers;
- Verification of non-exclusion of tenderers on the basis of the exclusion criteria;
- Selection of tenderers on the basis of selection criteria;
- Verification of compliance with the minimum requirements set out in these Tender Specifications;
- Evaluation of tenders on the basis of the award criteria.

The tenders will be assessed in the order indicated above. Only tenders meeting the requirements of one step will pass on to the next step.

As a rule, all tenderers must provide a **declaration on honour**, contained in Part 2 of the Standard Reply Form, signed and dated by an authorised representative, stating that they are not in any of the situations of exclusion listed and that they fulfil the selection criteria applicable to them.

In case of joint tender, each member must provide a declaration on honour signed by an authorised representative.

In case of subcontracting, subcontractors, whose share of the contract value is above 5% or whose capacity is necessary to fulfil the selection criteria, must provide a declaration on honour signed by an authorised representative. The tender must provide information about the proportion of the contract that the tenderer intends to subcontract.

Eurofound reserves the right to verify whether the successful tenderer is in one of the situations of exclusion and/or fulfils stated selection criteria by requiring the supporting documents listed in the declaration of honour. Eurofound may reject the tender if the requested evidence is not provided in due time

The successful tenderer will be obliged to provide the documents mentioned as supporting evidence in the declaration on honour before signature of the contract and within a deadline given by Eurofound. This requirement applies to each member of the group in case of joint tender and to subcontractors whose share of the contract value is above 5% or whose capacity is necessary to fulfil the selection criteria.

A tenderer (or a member of the consortium in case of joint tender, or a subcontractor) is not required 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 before the date of their request by Eurofound and are still valid at that date. In such cases, the tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that that there has been no change in its situation.

A tenderer (or a member of the consortium in case of joint tender, or a subcontractor) is not required to submit a specific document if Eurofound can access the document in question on a national database free of charge.

4.1. Identification of the tenderer

The tender must include a duly filled and signed **Part 1 of the Standard Reply Form**. It should be signed by an authorised representative presenting the names of the tenderer (including all entities in case of joint tender) and identified subcontractors if applicable, and the name of the single contact point in relation to this procedure.

In case of a joint tender, Part 1 of the Standard Reply Form must be signed either by an authorised representative for each member, or by the leader authorised by the other members of the consortium in the **Consortium Agreement** (see Part 1 of the Standard Reply Form).

Subcontractors that are identified in the tender must sign **Declaration of Intent** (see Part 1 of the Standard Reply Form) stating their willingness to provide the services presented in the tender and in line with the present Tender Specifications.

The tenderer (including all members of the group in case of joint tender) is obliged to provide filled and signed **Legal Entity Form**. The form is available on:

https://ec.europa.eu/info/publications/legal-entities_en.

The tenderer (or the leader in case of joint tender) is requested to provide filled and signed **Financial Identification Form**. One form per tender should be submitted. No form is needed for other members of the group in case of joint tender. The form is available on https://ec.europa.eu/info/publications/financial-identification_en.

The successful tenderer (including all members of the group in case of joint tender) will be requested to provide supporting documents as listed on the **Legal Entity Form**.

The successful tenderer (or the leader in case of joint tender) will be requested to provide supporting documents as listed on the **Financial Identification Form**.

This obligation to provide above mentioned supporting documents may be lifted in such cases where the tenderer is already registered with the Financial Registration System of Eurofound.

4.2. Verification of non-exclusion

All tenderers must provide a **declaration on honour**, mentioned under Point 4 above.

4.3. Selection criteria

All tenderers must provide a **declaration on honour**, mentioned under Point 4 above.

In addition, Eurofound may evaluate selection criteria on the basis of selected evidence. If the latter is the case, the evidence requested will be listed under Points 4.3.1 to 4.3.2 below.

4.3.1. Legal and regulatory capacity

Tenderers must prove that they are allowed to pursue the professional activity necessary to carry out the work subject to this call for tenders.

Evidence to be provided:

- All tenderers must provide a **declaration on honour**, mentioned under Point 4 above.

The successful tenderer (including each member of the consortium in case of joint tender) will be requested to provide the following information:

- a legible copy of the notice of appointment of the persons authorised to represent the tenderer in dealings with third parties and in legal proceedings, or a copy of the publication of such appointment if the legislation applicable to the legal person requires such publication. Any delegation of this authorisation to another representative not indicated in the official appointment must be evidenced.

4.3.2. Economic and financial capacity criteria

The tenderer must have the necessary economic and financial capacity to perform this contract until its end. In order to prove their capacity, the tenderer must comply with the following selection criteria.

- The tenderer must be in a stable financial position;
- Yearly turnover of the last two financial years above EUR €470,000; this criterion applies to the tenderer as a whole, i.e. the combined capacity of all members of a group in case of a joint tender;
- The tenderer must have a professional risk indemnity insurance fulfilling the below listed conditions:
 - Public and Products Liability with a Limit of Indemnity not less than €6,500,000 (no inner limits to apply).
 - The Public and products Liability insurance should be extended to include Liability of Subcontractors.
 - Employers Liability with a Limit of Indemnity of not less than €13,000,000.
 - Professional Indemnity Insurance of not less than €1,000,000.
 - The Business Description should be broad enough to include all activities engaged in by the company.

Evidence to be provided:

- All tenderers must provide a **declaration on honour**, mentioned under Point 4 above.

The successful tenderer (including each member of the group in case of joint tender) will be requested to provide the following evidence:

- duly completed and signed **Simplified Financial Statement**, available on the Procurement Section ([Procurement](#)) on Eurofound's webpage³;
- copy of the **profit and loss accounts and balance sheet for the last two years** for which accounts have been closed from each concerned legal entity;
- copy of the **professional risk indemnity insurance**;

If, for some exceptional reason which Eurofound considers justified, a tenderer is unable to provide one or other of the above documents, it may prove its economic and financial capacity by any other document which Eurofound considers appropriate. In any case, Eurofound must at least be notified of the exceptional reason and its justification. Eurofound reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

4.3.3. Technical and professional capacity criteria and evidence

Tenderers must comply with the criteria listed below.

³ <http://www.eurofound.europa.eu/about/procurement>.

In case of a joint tender or a tender relying on the capacity of subcontractors, the combined capacity of all members of the consortium and/or identified subcontractors will be assessed in order to assess whether the tender as a whole complies with the criteria listed below.

All tenderers must provide a **declaration on honour**, mentioned under Point 4 above.

In addition, all tenders must provide evidences listed below.

A. Criteria relating to tenderers

Criterion A1: The tenderer must prove organizational capacity to provide Facilities Management and Engineering Services.

Evidence A1a: the tenderer must provide a **comprehensive company profile description** (one altogether for all entities involved in case of a consortium or subcontractors being used):

- Organisational structure, premises (location and numbers) and technical equipment;
- Industry accreditation – if available.
- Average total manpower and the number of managerial staff for the last 3 years (including back-up arrangements) and current number of operational staff working in the area of this tender;
- Contract management and quality assurance measures including any Quality Management Accreditation obtained (ISO or equivalent).
- Environmental management measures applied when performing the contract and any Environmental Accreditation obtained (ISO or equivalent).

Evidence A1b: the tenderer must provide a **description of tenderer online helpdesk/requests tracking system** Computer Aided Facility Management (CAFM). This description requires diagrams and confirmation of transparency and accessibility for users including the recording of requests and verification in real-time. Long- and short-term record management including retrieval, client interfacing requirements, reporting ability including document upload capability. Other functions and applications.

Evidence A1c: the tenderer must provide a **Health & Safety Statement** containing the following details:

- Current general health and safety policy;
- Company management organisational structure with regard to allocation of duties, delegation of responsibilities, etc., in relation to health and safety;
- Copies of standard forms used for method statements and risk assessments as part of your duties under the Safety, Health and Welfare at Work Act 2005 and Safety, Health and Welfare at Work (Construction) Regulations 2013 and relevant codes of practice;
- Arrangements for continuing training of personnel in health and safety, including personnel who would be employed on the project;

- Procedures for disseminating up-to-date developments on health and safety issues;
- Arrangements for the co-ordination of information between the different contractors, suppliers and designers involved in a project;
- Methodology for the dissemination of health and safety information for the construction stage on this or equivalent projects.

In order to provide the Statement fulfilling criteria outlined above, tenderers are advised to follow the format and guidelines outlined by Health and Safety Authority (HSA) at <http://www.hsa.ie/eng/>

Criterion A2: The tenderer must prove experience in Facilities Management and Engineering Services.

Evidence A2: the tenderer must provide references for three (3) similar projects delivered in the last five (5) years with a minimum value for each project of EUR 1.25 million with values, dates, names and contact information of clients to follow up.

B. Criteria relating to the team delivering the service

Evidence will consist in CVs of the team responsible to deliver the service which shall be provided together with the tender. Each CV should indicate the intended function in the delivery of the service. Eurofound recommends submitting the CVs in EU (Europass) format which can be accessed at:

<http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>.

The team delivering the service should include, as a minimum, the following profiles:

- Contracts/Account Manager;
- Project Manager – liaison person, single point of contact;
- Health & Safety Manager;
- M&E services maintenance personnel;
- Audio/Video maintenance personnel;
- Security services and maintenance personnel.

COMPULSORY Evidence: CVs

Furthermore, as specified under point 3.8.2 of these Terms of Reference, the Contractor shall for each of the services provide a list of the main contact person, their area of expertise, their contact details and the contact details of their supervisor(s) in case of escalation.

If details of some non-key personnel are not available at the time of tendering, these details shall be supplied prior start of contract implementation.

The applicant must propose one or more individuals for each function or role. The roles and the areas of the responsibilities of the key personnel can be combined under condition of having relevant qualification and expertise in these areas.

4.4. Award criteria

The contracts will be awarded based on the most economically advantageous tender, according to the 'best price-quality ratio' award method. The quality of the tender will be evaluated based on the following criteria. The maximum total quality score is 100 points.

Criterion No.:	Award criterion	Weighting (maximum points)
1)	Quality of the proposed work method	40
1.1.)	Sub-criterion: Quality of the statement on how the tenderer proposes to address the required tasks under Part 1 – Scheduled Services	15
1.2.)	Sub-criterion: Quality of the statement on how the tenderer proposes to address the required tasks under Part 2 – Additional (ad-hoc) Services	15
1.3.)	Sub-criterion: Quality of the outline on reporting methods and verification of service visits/work provided, such as onsite sign in, detailed job sheets, etc.	10
2)	Organisation of the work and Quality Control & Assurance measures	40
2.1.)	Sub-criterion: Description of tenderer's working arrangements ensuring simultaneous service provision across all service categories and smooth work organisation and appropriate communication within the team and with Eurofound	10
2.2.)	Sub-criterion: Quality of the proposed helpdesk/requests tracking system Computer Aided Facility Management (CAFM). How does it work in relation to client entries, response and follow up, long term recording of requests and real-time recording, etc.	10
2.3.)	Sub-criterion: Quality of outline of what Quality Control and Quality Assurance system will be used and how it will be applied in the performance of the contracts in order to ensure maximum effectiveness.	10
2.4.)	Sub-criterion: Quality of Continuous Improvement processes of tenderer including adherence to industry best practice and evidence of Internal and External auditing etc.	10
3)	Environmental Policies and relevant measures	20
3.1.)	Sub-criterion: Quality of the specification of environmental policies that will be adopted and how they will be applied in the performance of the contracts. (i.e. natural resources & energy savings, waste disposal, etc.)	10
3.2)	Sub-criterion: Quality of evidence of environmental policies and practices including internal/external auditing and environmental certification e.g. ISO 14000 or EU Ecolabel.	10
Total number of points		100

Tenders must score a minimum of 70 points in total. Tenders that do not reach the minimum quality levels will be rejected and will not be ranked.

4.5. Ranking of tenders

For the purpose of evaluation of the prices, Eurofound will calculate a **total reference price**, based on the prices submitted by the tenderers in their financial offers for Part 1 & Part 2.

This calculation shall be a sum of:

- Fixed price proposed for Part 1 (Scheduled Services) and
- The value of **hypothetical specific service assignment** for Part 2 (additional (ad-hoc) services).

See point 5 of Part C of Procurement Documents - the Standard Reply Form - further details.

The total reference price will be used solely in order to compare tenders received, calculate price-quality ratio and will have no contractual value. Only the completed Official Price Lists have contractual value.

Contracts for both parts will be awarded to the most economically advantageous tender, i.e. the tender offering the best price-quality ratio determined in accordance with the formula below. A weight of 50/50 is given to quality and price.

$$\text{score for tender A} = \frac{\text{Total reference Price}}{\text{Price of tender A}} \times 50 + \frac{\text{Total quality score (out of 100) for all award criteria of tender A}}{100} \times 50$$

The tender ranked first after applying the formula will be awarded the contract.

5. SITE VISIT

Potential tenderers will be able to visit Eurofound for a site inspection on Monday, **the 2nd of August 2019 at 10.00 hrs.**

Each tenderer may send up to two representatives. In order to attend the site visit, potential tenderers must communicate the full name, date of birth, nationality and ID or passport number of their representatives at the latest by the 26th of July 2019 to cbr@eurofound.europa.eu.

6. ADDITIONAL INFORMATION

Any costs incurred, in preparation and submission of a tender, in response to this invitation to tender must be borne by tenderers and are not reimbursed.

Eurofound shall not be liable for any compensation with respect to candidates whose offers have not been accepted. Nor shall it be so liable if it decides not to award the contract.

The subsequent contract will be based on draft contracts included in the tender dossier and completed using the information provided in the selected tender.

Eurofound reserves the right not to select a contractor if the offers received are considered unsuitable and/or irregular and/or unacceptable by the Evaluation Committee.