



Annex 2

Technical Specifications

Security Guard Services

Reference: 2003/G/D

Europol Public Information

Table of contents

1. Background information.....	3
2. Scope and Objectives.....	3
3. Contract.....	3
3.1. Description and type of Contract.....	4
3.2. Duration and value of the Contract.....	4
3.3. Ordering and Invoicing requirements	4
3.4. Place of performance.....	5
3.5. Terms of payment.....	5
4. Technical Requirements	5
4.1. Deliverables.....	5
4.2. Tasks of security guards.....	6
4.3. Profile of security guards	7
4.4. Training of security guards.....	8
4.5. Other requirements	8
5. Contract management requirements.....	9
5.1. Requirements about Contractor's contract manager	9
5.2. Reporting requirements.....	10
5.3. Service Level Requirements (SLR).....	11
6. Constraints	11
6.1. Security requirements.....	11
6.2. Compliance with environmental and labour law	12
6.3. Legislation on Transfer of Undertaking and temporary workers	12
6.4. Audits.....	14
6.5. Personal data	14
Appendix I – List of Europol holidays in 2020	16
Appendix II – Service Level Requirements.....	17

Europol Public Information

1. Background information

Europol is a European law enforcement agency which supports its Member States in preventing and combating all forms of international serious crime and terrorism. Europol's vision is to contribute to a safer Europe by providing the best possible support to law enforcement authorities in the Member States. This is to be achieved by delivering a unique set of operational services for the European Union, developing as its principal:

- support centre for law enforcement operations;
- criminal information hub and
- centre for law enforcement expertise.

2. Scope and Objectives

This tendering procedure aims at identifying a contractor for the provision security guard services.

The contract covers the physical deployment of security guards at Europol Premises (as the term is explained under point 3 below) and external Europol events organised in The Netherlands.

The exemplification and description of specific supplies/services as specified in these Tender Specifications and annexes are not exhaustive: once the Contract has entered into force, Europol may order additional supplies/services falling within the scope of the contract.

3. Contract

According to the rules governing Europol's procurement processes, a formal selection procedure must be carried out followed by a Framework Contract drawn up with the successful tenderer (hereinafter "the Contract").

The Contract will contain all the legal, financial, technical and administrative arrangements governing the working relations between Europol and the contractor during the period of its validity.

A draft of the Contract is included in **Annex 3** to the Invitation to Tender and Tender Specifications.

The term "Europol Premises" will include (in addition to the main premises), the satellite buildings as explained further below. Currently Europol's main premises are located at Eisenhowerlaan 73, 2517KK - The Hague, The Netherlands. Additionally, Europol has a satellite building located in Jan Willem Frisolaan 13, 2517JR, The Hague.

In the future, Europol will have one or more other building/s in The Hague (the exact location of the other building/s is not yet known).

Europol Public Information

3.1. Description and type of Contract

The specifications and requirements in this document constitute a call for tenders for security guard services, in the context of a framework contract signed between the successful tenderer (hereinafter "the Contractor") and Europol.

Orders will be placed by means of Purchase Orders and/or Specific Contracts attached to the Contract in accordance with Article I-4 of the Draft Contract (Annex 3 to the Invitation to Tender and Tender Specifications). Their number will depend on Europol's needs.

3.2. Duration and value of the Contract

The duration of the Contract will be two years with two possible automatic renewals of one year each (2+1+1). The intended date of signing the Contract is May/June 2020.

The maximum value of the Contract over its whole duration (established as per Article I-3 (3) and (4) of the Contract) is € 3.720.000,00 (three million seven hundred twenty thousand euro). However, Europol is not obliged to place orders up to the maximum overall value of the Contract.

3.3. Ordering and Invoicing requirements

The Contract will be implemented by way of Specific Contract (s) and/or Purchase Order(s) on the basis of the Models attached as Annex III to the Draft Contract (Annex 3).

Please refer to point 4.1 below and to article I-4 of the Draft Contract in Annex 3 for the detailed ordering procedure.

All invoices under the Contract must state:

- the reference number of the Specific Contract /Purchase Order which they refer to;
- the price in EURO and the total price excluding VAT;
- that the amount invoiced is exempt from VAT under the Articles 3 and 4 of the Protocol on Privileges and Immunities of the European Union¹;
- the VAT amount in EURO separately;
- where applicable, any offset for financial consequences for failure to comply with identified service level requirements in the SLA;
- the IBAN code and the BIC code as identified in the Draft Contract (Annex 3)

Please refer to Article I-6 of the Draft Contract in annex 3 for additional conditions related to payments.

¹ For Contractors established in The Netherlands, invoices will include VAT which is paid by Europol and later reimbursed by the state. For Contractors established in other EU countries, the exemption is direct and invoices are submitted without VAT;

Europol Public Information

3.4. Place of performance

The services to be provided under the Contract shall be executed at Europol Premises and at external events organised by Europol in The Netherlands.

3.5. Terms of payment

Requests for payment shall be submitted on a monthly basis and shall be separate for each Purchase Order and/or Specific Contract. The requests for payment shall be admissible if accompanied by:

- a) the relevant breakdown of services performed by the contractor's staff assigned to Europol, including timesheets, over the period stipulated in the relevant Specific Contract(s) and/or Purchase Order(s) to which it refers;
- b) the relevant detailed invoice, indicating the reference number of the Contract and that of the Purchase Order and/or Specific Contract to which it refers.

Payments shall be made in accordance with the provisions specified in the Draft Contract attached as Annex 3.

4. Technical Requirements

For ensuring the necessary safety and security at Europol's Premises and external events organised by Europol in the Netherlands, Europol must make use of security guard services in a flexible manner.

Europol will request security services from the contractor, there will be no contractual or employment relationship between Europol and the contractor staff. The contractor will remain responsible for its staff (or any other personnel deployed by him at Europol) at all times, including but not limited to, their recruitment/sourcing and selection (directly or via third parties) and their suitability for delivering services as specified herein and in the contract.

4.1. Deliverables

The contractor will be required to provide the following services:

The contractor will provide security guard services by physically deploying its security guards at the Europol Premises and at external events organised by Europol in The Netherlands, in compliance with Europol's security policy, guidelines, procedures, emergency plan and other regulations which will be made available to the successful tenderer after the contract signature.

Working days and hours:

Security guard services are mainly requested daily between 06:00 AM to 20:00 PM but they might be also requested on a 24/7 basis (e.g. at night, during weekends).

Services will also be required on Europol public holidays (see Appendix A for the 2020 Europol public holiday list) and Dutch national holidays not mentioned on the Europol holiday list in a particular year (for instance, Koningsdag could in some years be a Dutch national holiday without being a Europol public holiday).

Europol Public Information

Standard services (monthly schedule):

Generally, Europol will place Purchase Order on a monthly basis for the provision of standard services. However, if better suited, Europol reserves the right to place orders through Specific Contracts instead of Purchase Orders (e.g. for a longer duration).

Independently from the duration of the Purchase Order/Specific Contract, the contractor's security guards will assist Europol based on a monthly request schedule provided by Europol at least two weeks before the first working day of each month. The monthly request schedule shall at least specify the number of security guards needed for the performance of the standard services for the coming month and how many of them should be female security guards (in order to facilitate security checks of female visitors) and shall have attached the schedule for performance of services for the security officers.

The number of guards required by Europol will vary, depending on factors such as holiday periods, type and number of expected events and visitors etc. Europol cannot commit to minimum or maximum volumes at any particular time in point. Indicatively, tenderers are informed that currently an average of 8-9 security guards are required per day and that by experience, the provision of the service works best through a pool of around 20 trained and security cleared security guards.

Ad hoc (urgent) requests:

In addition, the contractor must be prepared to assign additional security guards on short notice. Additional ad-hoc (urgent) orders will be issued for such requests.

In case of a direct threat to the Agency the contractor must be able to provide extra needed security personnel at the shortest notice possible.

Contingency time:

In addition to standard services and ad hoc orders, Europol can order "contingency time". Contingency time shall be used in situations in which Europol will not be in a position to provide to the contractor information on the number of the security guards needed and/or the detailed schedule for the performance of the services in an order. For such situations, Europol may purchase in advance a certain number of working hours without specifying a schedule or details of their use in the order itself but at a later stage by means of written instructions (e.g. email) sent to the contractor.

The contractor and the Europol contract manager will agree in writing (e.g. email) at working level on the implementation details for the contingency time included in the orders.

Europol may purchase contingency time either as part of the orders for standard or ad hoc services (additional contingency time is purchased on top of the services) or separately by means of a different order for contingency time only.

Contingency time may be used in accordance with the rates of the Contract and only up to the financial maximum specified in the relevant order.

4.2. Tasks of security guards

The security guards deployed by the contractor will carry out the following tasks:

Europol Public Information

Primary tasks:

- carrying out security tasks at the main reception desks of the Europol Premises such as registration and control of visitors / contractors and checking if ID is valid
- carrying out security tasks at the internal security desks of the Europol Premises such as updating access badges and performing access control
- assist Europol security staff with X-ray and metal detector checks at the main and secondary entrances of the Europol Premises
- escorting visitors/contractors inside Europol Premises

Secondary tasks:

- surveillance of the Europol Premises
- prevent unauthorised entries
- prevent unauthorised removal of assets
- at all times be on alert to prevent any threats that can damage the business continuity of Europol
- at all times be on alert regarding safety issues
- perform all other tasks as agreed between the contractor and Europol
- collaboration with other contractors: security guards might have to collaborate with other contractors in house such as:
 - Cleaning and deep-cleaning services
 - Catering services
 - Maintenance/repair services
 - Furniture moving services
 - Reception services
- carrying out security tasks at external events organised by Europol in The Netherlands

4.3. Profile of security guards

The contractor must propose only candidates who fulfil the minimum requirements specified below:

- (i) Right to work in The Netherlands
- (ii) Completed secondary school level of education
- (iii) Proficient user of Microsoft office applications (Word, Excel, Power Point and Outlook)
- (iv) Able to read, understand and implement work related regulations and established policies, procedures and practises
- (v) Physically and mentally fit to perform security guard tasks, such as standing long hours, lift heavy goods for checks, work in shifts etc.
- (vi) Technical and operational knowledge of physical security supported by a certificate or diploma (such as the Dutch "Beveiliger 2" or equivalent)
- (vii) Certified training or diploma in First Aid and Emergency Response (such as Dutch BHV or EHBO or equivalent)

Europol Public Information

- (viii) User permit or certified training for Automatic External Defibrillators
- (ix) Min. of 1 year full-time professional experience in the use of X-ray and metal detector
- (x) Sound knowledge (both oral and written) of English, min. level B2 Common European Framework of Reference for Languages (self-assessment) [EUROPOL]
- (xi) Min. of 5 years full-time professional experience in a similar position performed on high security level and/or in an international environment
- (xii) Security clearance of min. level "Confidential EU/EU Confidential"

It is the responsibility of the contractor to check and ensure that the proposed candidates match with the minimum requirements.

Upon Europol's request, the contractor must demonstrate that the compliance check with the minimum requirements has been performed. Europol reserves the right to refuse candidates that are found unsuitable. In this case, the tenderer shall propose alternative suitable candidates.

Once the contract has entered into force, Europol will inform the contractor about its precise needs for security services over a specific period. The contractor shall propose its deployment plan based on Europol's needs, together with a list of potential candidates meeting the minimum requirements, in order to set up a team of security guards and a reserve list of security guards for future assignments and/or replacements.

Prior to deploying staff at Europol, Europol may request the proposed security guard(s) to undergo a interview (in person at Europol Premises or by phone) at no additional costs to Europol.

4.4. Training of security guards

Upon start of the contract implementation, Europol will train the security guards foreseen to provide services to Europol under the first PO/Specific Contract. The training will be given as a one-time event to allow the contractor and the security guards to become familiar with Europol security regime. The training will last three (3) days (of max. 8 hours each) and will take place at the Europol Premises shortly before the first day of service delivery, on dates agreed between Europol and the contractor.

Europol will ~~not~~ pay for the attendance of the security guards at the training based on the hourly fee for services provided during regular hours.

During the contract implementation, new security guards used by the contractor to provide services at Europol will receive a short standard introduction training for contractor personnel by Europol on their first day of service.

Other than that the above described training, it is the contractor's responsibility to train any new security guards to be deployed and to provide refreshment training for all guards; it is suggested that such training takes place on-site at Europol Premises in the form of hands-on training and peer review.

4.5. Other requirements

Europol Public Information

- The contractor will provide uniforms + ballistic vests to his security guards. The uniforms together with the ballistic vests must clearly identify the staff as being contracted security guards. Purchase, cleaning, maintenance and replacement of the uniforms will be organised and paid for by the contractor.
- The contractor will provide Europol with an emergency telephone number, which can be called 24/7 throughout the year. This telephone number shall serve for dealing with issues concerning security guards assigned to work outside working hours.

Any other equipment necessary to perform the security guard services shall be provided by Europol. All such equipment must be returned promptly to Europol at the end of the Contract.

5. Contract management requirements

As the working language of Europol is English, all communication during Contract implementation between the Contractor and Europol shall be carried out in English.

Therefore, the Contractor's contact person shall have an appropriate knowledge of English both spoken and written.

5.1. Requirements about Contractor's contract manager

The contractor will assign a dedicated contract manager as single point of contact for Europol. The contract manager shall be reachable by telephone or email from Monday to Friday from 9:00 to 17:00.

The contract manager will:

- Manage the security guards deployed to Europol ensuring the services are delivered at the highest level of professionalism;
- Draft and continuously update any relevant security assignment instructions for deployed personnel, in consultation with Europol;
- Receive and acknowledge receipt of the monthly schedules, send back the signed purchase order to Europol;
- Confirm the monthly schedules and highlight any relevant information, such as the names of new security guards;
- Receive and acknowledge receipt of any ad-hoc purchase orders for additional short-term needs, send back the signed purchase order to Europol and add any relevant information, such as the names of new security guards;
- Provide Europol with information and security clearances for new security guards prior to their deployment;
- Ensure that the security clearances of the security guards are renewed on time;
- Issue the monthly invoices and answer all questions related to these; the invoices must state the purchase order/specific contract reference, one invoice must be issued per purchase order (no collective invoices);
- Ensure the quick replacement of sick, unexpected leave or otherwise unavailable security guards;
- Ensure accurate and timely reporting as well as appropriate escalation of any incident or situation.

Europol Public Information

The contractor will assign a dedicated person as fixed replacement for the contract manager.

5.2. Reporting requirements

The contractor shall provide to Europol the following reports in English and in the below defined frequency during the lifetime of the contract.

As soon as possible:

a) Incident reports describing any out of normal situation, and subsequent actions taken.

Monthly:

Monthly provisional working schedules (name, date, type and hours) corresponding to the monthly request schedule provided by Europol at least 5 working days before the start of the month.

Quarterly:

After every 3 months of service provision the contractor's contract manager shall submit to Europol a quarterly report that shall include:

a) A statistics report summarising the daily attendance and showing the actual hours worked by successful tenderer's staff under the contract by name, type and quantity;

b) Updated certificates and movement of staff;

c) A quality management report including:

- A detailed presentation of the work carried out by contractor's staff;
- A thorough compilation of all unusual or unexpected events, discrepancies and abnormality in relation to the provided services;
- A table of trainings, and certification (done, to be done, foreseen);
- A table of the status of actions and corrective measures agreed with Europol' contract manager.

Additionally, the following records must be kept and available should Europol request access:

a) The provisional schedule updated with appropriate corrections reflecting the executed schedule and highlighting the discrepancies between the provisional and the executed schedule (in order to enable proper controlling of the hours worked and invoicing);

b) A monthly report compiling thoroughly all unusual or unexpected events, discrepancies and abnormality in relation to the provided services;

Reporting templates shall be proposed by the contractor and validated by the Europol contract manager. The contractor shall submit all templates for validation before the end of the first month following the beginning of the contract. For operational needs Europol may at any time during the contract request from the contractor's contract manager changes in the templates. In such case templates shall be validated again by Europol' contract manager before dissemination.

Europol Public Information

After the monthly and quarterly reports have been submitted, joint meetings will be organised between the contractor' and Europol' contract managers. During these meetings, Europol shall approve the quarterly report or request justified amendments to be added before signature.

5.3. Service Level Requirements (SLR)

The Service Level Requirements (SLR) attached as Appendix II to this document detail the minimum service levels to be met by the Contractor and the penalties that will be applied on a yearly basis if the minimum target levels are not met. .

Mandatory:

Tenderers must agree to the provisions regarding the Service Level Requirements as part of their technical tenders (please refer to the Technical Tender Form in Annex B).

Tenderers may improve in their technical tender the levels from Europol's perspective (shorter deadlines etc.) but the minimum levels presented in the SLR must be accepted and tenderers shall consequently not propose levels less beneficial for Europol than the minimum levels defined in Appendix II.

The annual Key Performance Indicators (KPIs) shall not be calculated per calendar year but by reference to the Contract Date as defined in the Contract.

6. Constraints

6.1. Security requirements

Tenderers are invited to take into consideration the impact of the security requirements on their proposed service delivery methodology when submitting their offer. The tenderer shall communicate these requirements to their proposed sub-contractors as to avoid non-compliance and delays when the contract is awarded. **Europol will not be responsible for any delays and/or additional costs that may result from non-compliance or non-familiarity with the below listed instructions.**

For this contract:

- i. the contractor's personnel carrying out security guard services will be required to have a security clearance at least at the level of CONFIDENTIEL UE/EU CONFIDENTIAL or equivalent.
- ii. The Contractor's contract manager will be required to have at least a valid certificate of good conduct or equivalent

Further information related to requirements and procedures concerning certificate of good conduct and security clearances, and Europol's security regime in general can be found at Article II-15 of the draft contract.

6.1.1. Security clearance

Europol Public Information

Security clearances must be obtained and presented for Europol's verification prior to carrying out services at the Europol premises.

Tenderers may find the equivalents of security clearance levels and the list of national security authorities of EU Member States in Annex B and C of the document:

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32013D0488>

Security clearances that are not issued by national security authorities of EU Member States (for example issued by third countries or international organisations) may be accepted by Europol on a case-by-case basis. Europol expressly reserves the right to reject any security clearance not issued by a national security authority of an EU Member State.

6.1.2. Certificate of Good Conduct

Certificates of good conduct must be obtained and presented for Europol's acceptance prior to carrying out services at the Europol premises. The certificates of good conduct must not be older than three months at the time of submission to Europol and, once accepted by Europol, will be considered valid for the duration of two calendar years from the date of the issuance.

For EU nationals, the certificates of good conduct must be issued by the relevant authorities of the country of nationality of the member of the successful tenderer's personnel. Tenderers may find the official names of certificates of good conduct in EU Member States in Annex A of the Europol Recruitment Guidelines:

<https://www.europol.europa.eu/publications-documents/europol-recruitment-guidelines>

For non-EU nationals, Europol may accept, on a case-by-case basis, a certificate of good conduct issued by the country of nationality of the member of the successful tenderer's personnel or an EU Member State in which they reside. Europol expressly reserves the right to reject certificates of good conduct submitted for non-EU nationals.

6.2. Compliance with environmental and labour law

The contractor shall comply with applicable obligations under environmental, social and labour law established by Union law, national law, collective agreements or by the international environmental, social and labour law provisions listed in Annex X to Directive 2014/24/EU².

6.3. Legislation on Transfer of Undertaking and temporary workers

Transfer of Undertakings:

Europol has regularly procured similar security guard services in the past which complement its own security personnel performing a wider range of tasks at the Europol Premises (see heading Temporary Workers below).

² OJ L 94 of 28.03.2014, p. 65

Europol Public Information

Based on the provisions of the collective labour agreements for the security branch³, Europol believes that in certain cases transfer of undertaking in the sense of the TUPE legislation (Council 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 businesses, as implemented by provisions 7:662-666a of the Dutch Civil Code) could occur.

Consequently, Europol invites tenderers to make their own assessment on this issue. Please note that, should tenderers reach the conclusion that a transfer of undertaking takes place, the staff employed by the current Europol's Contractor shall be offered job opportunities in accordance with the applicable legislation at no additional cost to Europol.

Please find below the contact details of the current Europol's Contractor:

International Security Agency BV
Toetsenbordweg 12
1033 MZ Amsterdam
E-mail: info@isasecurity.nl
Telephone: +31 206361185

Europol would like to draw the tenderers' attention that the risk of employees transferring will ultimately be for the successful tenderer. Europol does not accept any liability in this assessment or as a result of any transfer of staff.

Temporary Workers:

Europol uses its own security guards recruited and employed as "Contract Agents" in accordance with the EU Staff Regulations of Officials and the Conditions of Employment of other servants of the European Union⁴ ("EU Staff Rules"). The persons performing tasks of comparable nature and responsibility at Europol are recruited as Contract Agents Function Group II (CA II).

Based on the provisions of the Placement of Personnel by Intermediaries Act ("WAADI") (implementing Directive 2008/104/EC of the European Parliament and of the Council of 19 November 2008 on temporary agency work and as most recently amended by the Balanced Labour Market Act – "WAB"), Europol is of the opinion that the security guards placed by the successful tenderer to provide the services hereunder benefit from the protection extended to temporary workers in the Netherlands. Depending on the circumstances, they may perform their tasks under the management and supervision of either Europol or the winning tenderer. Europol further believes that these security guards do not fall under the scope of the payrolling regime given that (i) the recruitment and selection process for these individuals is carried out by the successful tenderer and (ii) the successful tenderer is free to use them in providing services to its other contractual parties without Europol's consent (no exclusivity).

Concerning the temporary workers regime, based on the experience of the current contract, Europol observes that the working time of security guards used by the successful tenderer

³ CAO Particuliere Beveiliging (1 July 2018 - 30 June 2023), declared mandatory applicable (AVV – "algemeen verbindend verklaard")

CAO Veiligheidsdomein (1 October 2019 – 1 October 2021), applicable by exception from the AVV to the parties by which it was entered into

⁴ Regulation No 31 (OJ 45/14.6.1962 p.1385 as amended

Europol Public Information

to deliver services for Europol fluctuates according to demand (e.g. it could be 2 days in week 1, 5 days in week 2, no presence in week 3, etc.). The same security guards are placed at other locations when not at Europol (Dutch companies or possibly even other EU Agencies in The Netherlands).

Consequently, Europol believes that the equal treatment to be enjoyed by the security guards the temporary workers regime is to be assessed *as a minimum* in accordance with the collective labour agreements for the security industry, determining the job classification and remuneration and other payments that must be fulfilled by security services companies to their employees and to the temporary workers from placement agencies they use.

Europol invites tenderers to make their own assessment of this issue, taking into account the temporary workers regime and the applicable collective labour agreement for the security branch. In the event the temporary worker regime applies, signature of the Contract is conditional upon prior presentation by the Contractor to Europol of a copy of company's valid registration in the Dutch Chamber of Commerce ("Kamer van Koophandel") as supplier of temporary employees⁵.

6.4. Audits

Europol has the right to perform audits at the contractor premises at any time, during the lifetime of the framework contract. Europol will notify the contractor at least one week in advance for the upcoming audits and allow access to all requested information and physical sites related to this contract. Europol has the right to assign a third party to perform the audit on Europol's behalf.

6.5. Personal data

Europol 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.

Under the contract the contractor 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 ("GDPR") in such a manner that processing of personal data will also meet the requirements of Regulation (EU) 2018/1725.

In particular, under the contract, the contractor will act as a data processor and shall comply with the obligations laid down in Article 29 of Regulation (EU) 2018/1725 and shall provide sufficient guarantees to implement appropriate technical and organisational measures in such a manner that processing of personal data will meet the requirements of Regulation (EU) 2018/1725 and ensure the rights of the data subject.

In relation to the data processing activities the contractor carries out under this service, no transfer of personal data may be carried out by the contractor to any third party, unless instructed by Europol to do so in writing.

⁵ This is also valid for foreign companies not established or not having a subsidiary in the Netherlands but acting as suppliers of temporary workforce in the Netherlands; they may register in the Dutch KvK with their foreign registered address.

Europol Public Information

In the context of processing data for the purpose of contract implementation, the contractor will have to process the following data on every person to whom an access badge for Europol Premises has been issued (i.e. staff (incl. delegates & contractors) and visitors):

PROCESSING OPERATION DESCRIPTION	ACCESS CONTROL
Personal Data Processed	For staff (incl. delegates & contractors): first and last name, starting date of employment, position within the organization, end of employment, a profile picture. For visitors: first and last name, date and time of visit, expected time of departure, host name.
Processing Purpose	Physical-logical Access Control Security
Data Subject	Employees, contractors, visitors
Processing Means	Europol access control management systems

The contractor may be requested in writing (including electronic forms) by the Europol to carry out additional activities as part of the processing operations indicated above.

Annexes:

- Appendix I – List of Europol holidays in 2020
- Appendix II – Service Level Requirements

Europol Public Information

Appendix I – List of Europol holidays in 2020

1 January	Wednesday, New Year's Day
2 January	Thursday, the day following New Year's Day
9 April	Maundy Thursday
10 April	Good Friday
13 April	Easter Monday
27 April	Monday, King's Day
1 May	Friday, Labour Day
21 May	Thursday, Ascension Day
22 May	Friday, the day after Ascension Day
1 June	Whit Monday
2 November	Monday, All Souls' Day
24 December to 31 December	Thursday 6 end-of-year days Thursday

Appendix II – Service Level Requirements

The contractor shall be responsible for the Service Level Management and responsible for reporting to Europol any deviation of the below detailed performance indicators.

No	Service level	Service level description	Key Performance Indicator (KPI) calculation	Minimum target on a yearly basis	Penalty if the target is not met:
1	Counter signature of Purchase Orders / Specific contracts	The Contractor should send back the Europol order (Purchase Order or Specific Contract) (counter) signed no more than five (5) working days after it has been sent by Europol.	Number Purchase Orders and Specific Contracts send back signed on time in the reporting period (annually) divided by the total number of Purchase Orders and Specific Contracts sent out in the reporting period.	90% per year	500 € per year
2	Quality of delivery of services	Availability of the contracted security guards during implementation of POs and/or SCs	All hours provided during the reporting period (annually) divided by the total number of hours requested during the reporting period.	95% per year	1500 € per year

Europol Public Information

3	Time for submission of the invoice	The Contractor shall submit a monthly invoice for payment of the balance within 60 days following completion of the tasks.	Number of invoices received on time in the reporting period (annually), divided by the total number of invoices received in the reporting period.	90% per year	200 € per year
4	Timeframe for replacement	Security guards shall be replaced within the set timeframe as offered by the Contractor.	Number of requests followed up on within the set replacement timeframe in the reporting period (annually), divided by the total number of requests received in the reporting period.	95% per year	1500 € per year
5	Reporting	<ul style="list-style-type: none"> - Incidents reports - Monthly reports - Quarterly reports 	Number of reports submitted on time in the reporting period (annually), divided by the total number of reports received in the reporting period.	95% per year	300 € per year