

FINANCE AND PROCUREMENT

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Thessaloniki, 14 July 2014

OPEN INVITATION TO TENDER

AO/RES/ASAIN/CleaningServices/008/14
Provision of Cleaning Services for Cedefop Premises

 REFERENCE: Contract Notice – 2014/S 131-233170 of 11/07/2014

Dear Sir/Madam,

We thank you for the interest you have shown in this tender procedure.

The purpose of this invitation to tender and additional information necessary to present a tender can be found in the attached Tender Specifications. You should note however the following important points concerning the submission of a tender and its implications.

1. Tenders (and documents included in them) should be submitted preferably in English, but in any case in one (or in any) of the official languages of the European Union.
2. Tenders may be submitted exclusively in one of the following ways:

(a) by post to be dispatched **not later than the date and time specified in the timetable in point 8 below**, in which case the evidence shall be constituted by the date of dispatch on the postmark or the date of the deposit slip, to the following post address of Cedefop :

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service, Attention of Mr G. Paraskevaïdis
PO Box 22 427
GR – 55102 Thessaloniki, Greece**

Important:

If using a postal service, tenderers must use a registered, reliable one. If no postmark has been stamped or if the postmark is not legible, Cedefop will accept deposit slip issued by the postal service, provided that this clearly indicates the date as filled in by the post office and not by the tenderer.

Tenderers shall inform Cedefop by e-mail (c4t-services@cedefop.europa.eu) or fax (+30 2310 490028)

- ✓ that they have submitted an offer in time, and
- ✓ that they request Cedefop to confirm receipt of the e-mail or fax.

Tenderers should not attach their offer to any of the above informative e-mail or fax.

or

(b1) by courier service to be dispatched not later than **the date and time specified in the timetable in point 8 below**, in which case the evidence shall be constituted by the date of dispatch to the address below or the date of the deposit slip,

or

(b2) delivered by hand not later than **the date and time specified in the timetable in point 8 below**, in which case a receipt must be obtained as proof of submission, signed and dated by the official in the above mentioned Service who took delivery,

to the following address (for points **(b1)** and **(b2)** above):

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service, Attention of Mr G. Paraskevaïdis
123, Europe Str,
GR-57001 Thessaloniki-Pylea, Greece
Tel: +30 2310 490111 / 490 064**

Please note that Cedefop is open from 09h00 to 17h00, Monday to Friday. It is closed on Saturday, Sunday and Cedefop holidays.

3. Tenders must be submitted strictly adhering to the following.

Tenders must be submitted in a sealed envelope itself enclosed within a second sealed envelope. If self-adhesive envelopes are used, they must be sealed with adhesive tape and the sender must sign across this tape.

The **outer envelope**, addressed simply to Cedefop (address depending on the means of submission, see point 2 above), should only bear additionally **the name and address** of the sender.

The **inner envelope**, addressed to the Procurement Service as indicated under point 2 above, must bear a self-adhesive label with the indication **“Open Invitation to tender – Not to be opened by the internal mail service”** and all the necessary information, as shown below:

OPEN INVITATION TO TENDER CEDEFOP No: AO/RES/ASAIN/Cleaning Services/008/14 “Provision of Cleaning Services for Cedefop premises” Name of tenderer: NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE

The inner envelope must also contain three sealed envelopes, namely, Envelope A – “Supporting Documents”, Envelope B – “Technical Proposal” and Envelope C – “Financial Proposal”. The content of each of these three envelopes is described in section 0 of the attached Tender Specifications.

Tenderers should not disclose their financial offer in any part of their tender other than the sealed envelope C, not even disclose the total amount of their financial offer on the cover letter.

4. Tenderers must ensure that their tenders are signed by an authorised representative and that tenders are legible. It is mandatory to include in the offer a **Cover Letter, signed by the person/s that is/are authorised to sign the contract in case of contract award, stating that the tenderer accepts in full and without restriction the requirements of these Tender Specifications, and the Special and General conditions governing this contract as the sole basis of this tendering procedure** (see also point 1 of the Tender Specifications).
5. **Submission of a tender implies acceptance of all the terms and conditions set out in this Invitation to Tender, in the specifications and in the draft contract and**, where appropriate, waiver of the tenderer's own general or specific terms and conditions. It is binding on the tenderer to whom the contract is awarded for the duration of the contract.
6. The opening of tenders will take place at Cedefop on the date and time specified in the timetable in point 8 below. Each tenderer may be represented at the opening of tenders by one person. The name of the person attending the opening must be notified in writing by fax (Fax No +30 2310 490 028) or by e-mail (C4T-services@cedefop.europa.eu) at least two working days prior to the opening session.
7. Contacts between the contracting authority (Cedefop) and tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

7.1 Contacts before the final date for submission of tenders:

- An **optional** on-site visit is planned to take place on **the date and time specified in the timetable in point 8 below**. The meeting point will be the reception hall of Cedefop. Tenderers must send written notification of the names of the persons (maximum 2) who will attend this meeting by fax (+30 2310 49 00 28) or by e-mail (c4t-services@cedefop.europa.eu), at the latest by 14:00 (local time) on the day before the site visit. All the costs of attending this meeting are borne by the tenderers. For the tenderers that will not participate in the optional on-site visit, indicative list of pictures of the building can be found in Annex M.
- At the request of the tenderer, the Cedefop Procurement Service may provide additional information solely for the purpose of clarifying the tender documents. Any request for additional information must be made in writing by e-mail (C4T-services@cedefop.europa.eu) or by fax (fax No +30 2310 490 028).

Requests for additional information/clarification (if any) from potential tenderers should preferably be written in English and should be received by the date and time as specified in the timetable in point 8 below. No such requests will be processed after that date.

- Cedefop may, on its own initiative, inform interested parties of any error, inaccuracy, omission or any other clerical error in the text of the call for tenders.

The Answers/Clarifications of Cedefop to the requests for additional information/clarification of the tenderers, including that referred to above, will be published on Cedefop's website under the same link where this Open Tender Procedure is announced (<http://www.cedefop.europa.eu/EN/working-with-us/public-procurements/calls-for-tenders.aspx>). **Tenderers must ensure that they visit regularly the site for updates up to the closing date for receipt of tenders.**

7.2 Contacts after the final date for submission of tenders and before opening:

- Tenderers should not contact the Contracting Authority (i.e. Cedefop) on their own initiative.
- Tenderers are not allowed to amend their offers, e.g. by completing the documents they sent, replacing them with amended ones or sending new documents initially not included in the tender, as this may lead to rejection of the tender at a later stage. Any such need for additional information/document identified by the Evaluation Committee during the evaluation process will be notified to the tenderer concerned at Cedefop's initiative, providing for a reasonable deadline for response (see also the provisions under the heading below).

7.3 Contacts after the opening of tenders:

- Tenderers should not contact Cedefop on their own initiative at that stage.
- If clarification on the compliance with the Eligibility and/or Selection Criteria is required or if obvious clerical errors in the tender need to be corrected Cedefop may contact tenderer/s in writing to obtain further clarification or documents on specific points of the tender or to correct obvious clerical errors.
- If the necessary information and/or supporting documents for the assessment of an award criterion are missing, these may not be requested as clarification if this might alter the proposal. Any requests for clarification in that regard should not lead to amendment of the terms of the tender. Tenderers must not modify their tender or add any new elements to it. The reply must therefore make clear reference to the relevant information already present in the file. This will serve solely the purpose to provide the Evaluation Committee with a clarification regarding the technical proposal provided the terms of the tender are not modified as a result.
- In regards to possible clarifications on obvious clerical errors in the Financial Offer, tenderers must not add any new prices, but only explain the quotation on the basis of elements and prices already present in the offer. In case a tenderer alters his financial offer during a clarification (beyond the correction of any obvious clerical/calculation errors), this offer will be automatically rejected.
- Tenderers should be prepared to reply to such requests for clarification within a short reasonable deadline as it will be stated in the request for clarification.

8. Timetable:

	DATE	TIME
Clarification meeting / Optional on site visit	01/09/2014	10h30
Deadline for request for any clarifications from the Contracting Authority (Cedefop)	12/09/2014	17h00
Last date on which clarifications are issued by Cedefop	as soon as possible	N/A
Deadline for submission of tenders (hand delivered)	22/09/2014	17h00
Deadline for submission of tenders by post / courier	22/09/2014	N/A
Validity of the tenders	23/03/2015	N/A
Tender opening session	02/10/2014	11h00
Estimated contract signature	December 2014	

9. Tenderers must maintain the validity of their tender for at least 6 months following the deadline of submission of tenders.

In exceptional cases, before the period of validity expires, Cedefop may ask the tenderers to extend the period for a specific number of days, which may not exceed 40.

The selected tenderer must maintain his tender for a further period of 60 days from the date of notification that his tender has been recommended for the award of the contract. The further period of 60 days is added to the initial period of 6 months irrespective of the date of notification.

10. All costs incurred in preparing and submitting tenders should be borne by the tenderers.
11. Up to the point of signature, the contracting authority may either abandon the procurement or cancel the award procedure, without the candidates or tenderers being entitled to claim any compensation. If such decision is taken, the tenderers will be notified accordingly.
12. This invitation to tender is in no way binding on Cedefop. Cedefop's contractual obligation commences only upon:
- the signature of an Order under the Framework Contract, whereby signature of the Framework Contract alone does not commit Cedefop to order.

13. Evaluating your tender and your possible subsequent replies to questions in accordance with the specifications of the invitation to tender, will involve the recording and processing of personal data (such as your name, address and CV). Unless indicated otherwise, such personal data will be processed by Cedefop's Finance and Procurement Service solely for that purpose and pursuant to Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of data by the Union institutions and bodies and on the free movement of such data. Details concerning the processing of your personal data are available on the privacy statement at:

http://ec.europa.eu/dataprotectionofficer/privacystatement_publicprocurement_en.pdf.

You have the right of recourse at any time to the European Data Protection Supervisor for matters relating to the processing of your personal data.

14. Your personal data (name, given name if natural person, address, legal form, registration number and name and given name of the persons with powers of representation, decision-making or control, if legal person) may be registered in the Early Warning System (EWS) only or both in the EWS and Central Exclusion Database (CED) by the Accounting Officer of the Commission, should you be in one of the situations mentioned in:
- the Commission Decision 2008/969 of 16.12.2008 on the Early Warning System (for more information see the Privacy Statement on http://ec.europa.eu/budget/info_contract/legal_entities_en.htm), or
 - the Commission Regulation 2008/1302 of 17.12.2008 on the Central Exclusion Database (for more information see the Privacy Statement on http://ec.europa.eu/budget/library/sound_fin_mgt/privacy_statement_ced_en.pdf).
15. Once Cedefop has opened the tender, the document shall become the property of Cedefop and it shall be treated confidentially.
16. You will be informed of the outcome of this procurement procedure by e-mail. It is your responsibility to provide a valid e-mail address together with your contact details in your tender and to check it regularly.

Yours sincerely,

signed G. Paraskevaïdis
Head of Finance and Procurement

Attached: Tender Specifications

OPEN INVITATION TO TENDER

AO/RES/ASAIN/CleaningServices/008/14

**‘Provision of Cleaning Services for Cedefop
premises’**

Tender Specifications

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Introduction to Cedefop: Europe's agency for training policy

Source: <http://www.cedefop.europa.eu/EN/about-cedefop.aspx>

To provide people with the skills they need, vocational education and training systems (VET) need to adapt quickly to changing demands. European VET policy's central aim is to promote excellence through VET. To make it both an attractive learning option for the brightest and best young people and adults and an effective way of helping those with low levels of qualification to develop their skills.

Cedefop, (the European Centre for the Development of Vocational Training) founded in 1975 and based in Greece since 1995, is a European Union (EU) agency. It provides the European Commission, Member States ⁽¹⁾ and social partners with insights into trends concerning VET and offers advice on how European VET policy should meet the challenges Europe and its citizens face.

The evidence Cedefop provides comes from its:

- Monitoring of VET policy developments and reforms in Member States;
- Comparative research and analyses, including anticipation of future skill supply and demand;
- Forums for debates among policy-makers, social partners, researchers and practitioners on the best ways to tackle the challenges Europe faces.

In addition to its web portal www.cedefop.europa.eu, Cedefop's work can be followed on Facebook at www.facebook.com/cedefop and Twitter at www.twitter.com/cedefop.

⁽¹⁾) Cedefop also works with Iceland and Norway.

1. OVERVIEW OF THIS TENDER PROCEDURE

In submitting his tender in response to this tender procedure, the tenderer accepts in full and without restriction the requirements of these Tender Specifications, and the Special and General conditions governing this contract as the sole basis of this tendering procedure, whatever his own conditions of sale and terms of business may be, which he hereby waives. No account can be taken of any reservation or disclaimer expressed in the tender as regards the tender dossier's Tender Conditions and Specifications and the Contract's Special and General Conditions. If necessary, clarification may be requested by the potential tenderer concerned while the tender submission phase is open – see point 7 of the Invitation to tender. Any reservation or disclaimer may result in the rejection of the tender without further evaluation on the grounds that it does not comply with the conditions of the Tender Dossier.

Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this tender dossier. Failure to submit a Technical and Financial Proposals containing all the required information and documentation may lead to the rejection of the tender.

1.1. Description and type of the contract

- a) Title of the contract: **Provision of Cleaning Services**
- b) Short description of content of this contract: **Provision of cleaning services for Cedefop premises.**
- c) Type of contract: **Framework Service Contract** whereby the services will be provided following the signature of Order forms throughout its validity. The number and content of Order Forms will depend on the needs of Cedefop.

1.2. Place of delivery or performance

The tasks must be performed in the Cedefop premises in Thessaloniki.

1.3. Division into lots

This tender procedure **is not** divided into lots.

1.4. Variants

Tenderers **may not** offer variant solutions to what is requested in the tender specifications. Cedefop will disregard any variants described in a tender, and reserves the right to reject such tenders without further evaluation on the grounds that they do not comply with the tender specifications.

1.5. Value or quantity of purchase

The estimated budget for the required services described in this call for tenders is of the order of **430 000 Euro (without VAT)** for the whole duration of the framework contract, i.e. 4 years.

The sum of the amounts of the successive Order Forms that will be issued after the Framework Contract is signed may not reach the above estimated value for the Framework Contract. Cedefop will be contractually bound only by the amounts effectively entered in the successive signed Order Forms.

1.6. Duration of the contract

The contract shall enter into force on the date of signature of the last contracting party, shall have initial duration of one (1) year and will be automatically renewed up three (3) times, each for an additional period of one (1) year, covering a total acquisition period of **four (4) years (1+1+1+1)**.

The contractor is expected to start his tasks on **1st January 2015**.

1.7. Main terms of financing and payment

Payments will be made **monthly, only upon completion** of tasks and within **30 days** of submission of invoices and at the conditions set out in the draft framework contract.

2. TECHNICAL SPECIFICATIONS

2.1. Background Information

2.1.1. Short description of Cedefop premises

The building has been located in its present site since 1999. It provides facilities for about 150 members of staff, external contractors, and trainees. The average annual number of visitors is estimated to 10.000.

The building is “L” shaped and includes office space spread over four floors, a library laying on two floors with a central atrium which spans vertically from the first to the second level and is designed to act as a unifier between the levels, three conference rooms, 3 training rooms, 3 meeting rooms, canteen facilities, 12 lavatory blocks (42 toilets and 35 washbasins), 4 showers, an interior garage, breakout spaces and ample basement surface mainly used as a storage and archives area.

The total built surface of the Cedefop building is approx. 6.500,00 m² not including the basement area which is approx. 2.800,00 m².

2.1.2. Cedefop working hours

The normal working hours of the Centre are daily between 07h30 and 20h00. On average, it is estimated that most of the staff leave the premises between 17h00 and 18h00.

The official holidays of Cedefop amount to approx. 17 days/year and are almost the same as the National official holidays for Greece plus the days between Christmas and New Year.

2.2. Scope of required services

2.2.1. Project description

Cedefop requires cleaning services in the Centre's premises.

In particular, the purposes of this contract are as follows:

- Clean Cedefop premises during working days between 08:00 to 22:00 and, upon request, on weekends and Cedefop Public Holidays
- Procure and distribute all consumable supplies
- Monitor, supervise and organise cleaning services

The required cleaning services are divided into three (3) categories:

- 1) regular cleaning (2.2.2)
- 2) extra and emergency cleaning (2.2.3) and
- 3) special cleaning (2.2.4)

Hourly rates for such services shall be indicated in the table in Annex H – Financial Proposal.

2.2.2. Regular cleaning

The regular cleaning is the standard **daily cleaning** (from Monday to Friday) which aims at securing hygiene in the building at all times and is based on the predefined daily cleaning schedule and periodical one (weekly, monthly, etc.) as described below.

2.2.3. Extra and Emergency Cleaning

Cedefop may demand for extra or emergency cleaning during working days, weekends or public holidays.

Extra cleaning may be required due to: renovation works, office removals, celebrations, festivities, big conferences etc.

Emergency cleaning may be required due to unforeseen events such as: extreme weather conditions, fire, flood, earthquake etc.

The contractor will be required to provide specific additional personnel on a short notice and for the duration as specified by the Centre. The Centre shall only require such additional services if and when necessary. These services will be limited up to 10% of the regular cleaning services per year.

2.2.4. Special Cleaning

Cedefop may demand for special cleaning services such as: special cleaning of chemical substances (i.e. fuel spillage, lime scale, grease, organic substances), specialised disinfection, removal of longstanding stains on floors, carpets, marbles, external floors using specialised machines etc. These services will be limited up to 10% of the regular cleaning services per year.

2.2.5. Working Program

The regular cleaning services should be provided from Monday to Friday between 8:00 and 22:00 except monthly duties in the common areas or in the basement which can be conducted during all the day in agreement with Cedefop. In addition and in agreement with Cedefop, for the kitchen, regular cleaning could start only after 15:00.

Morning shift:

Three (3) full-time cleaning persons should be present (for 8,5 hours) at the Centre from Monday to Friday during working hours and between 8:00 to 17:30. A thirty-minute break is included.

Daily presence - see Annex H:

- One (1) full-time cleaning person to provide regular services, especially in lavatories, to facilitate immediate action when necessary and to guarantee continuous availability of supplies (soap, towels and toilet paper);
- One (1) cleaning person who will provide full-time cleaning services, mainly to the conference, meeting and training rooms;
- One (1) cleaning person to provide regular, full-time services mainly for the cleaning of the yards, the disposal of garbage and other discarded material, small removal of furniture for cleaning purposes and cleaning of glass windows.

Evening shift:

- Four (4) part-time cleaning persons should be present (for 4 hours) at the Centre from Monday to Friday during working hours and between 15:00 to 22:00, for the cleaning of the offices, kitchen, library, toilets, corridors, common spaces and the basement.

Cedefop has the right to modify the cleaning working program and tasks according to its needs and within the working hours defined above. Additionally, Cedefop reserves the right to limit the cleaning team to minimum 6 persons by reducing the full-time cleaning morning shifts from 3 to 2 or replacing one full-time with one part-time shift, for the years 2017-2018. This will depend on the future cleaning needs of the Cedefop building.

The Working Programme (Annex K) describes in detail the cleaning requirements at the Cedefop premises indicating also the exact surfaces in m².

➤ **Daily cleaning schedule**

(1) **Offices and Library**

- all floors to be cleaned and washed thoroughly;
- all carpeted areas and linoleum floors to be vacuumed;
- empty trash baskets (paper and normal) and replace the bags provided by the company as required;
- dust horizontal surfaces of all furniture (tables, cabinets up to eye level, shelves, etc.) and work surfaces with a wet cloth;
- remove finger prints/stains from glass, wooden, plastic and metallic surfaces;
- remove discarded materials (publications, etc.) where necessary.

(2) **Lavatories**

- all sanitary fittings shall be cleaned with biodegradable deep-cleaning detergents (toilets, wash basins, urinals, flush tanks, etc.);
- likewise, all stainless steel parts and the associated couplings shall be cleaned using appropriate products;
- disinfect toilet bowls and seats;
- pour disinfectant and soluble incrustation removers in toilet bowls and urinals in order to prolong cleaning action;
- wash floor and wall tiles with detergent and water;
- disinfect, clean and polish mirrors;
- empty waste paper baskets and replace the bags provided by the company as required;
- provide rolls of toilet paper, soap/detergent and towels as necessary;
- clean drainage on the floor when necessary.

(3) **Conference rooms**

As in "Daily cleaning - point (1)" plus:

- removal of discarded conference materials (publications, flyers, brochures, etc.);
- clean and dust the interpretation booth cabins and furniture (tables, shelves, cabinets);
- clean and dust the telephone stands in the vicinity of the conference rooms;
- dust any notice board fixtures in the said vicinity;
- vacuum all carpeted areas;
- empty waste paper baskets.

(4) **Lifts**

- clean the doors and the interior of all cabins;
- wash/vacuum lift floors as necessary;
- remove stains/spots/finger prints from glass/wooden/plastic or metallic surfaces;
- clean and polish mirrors.

(5) **Kitchen-cafeteria**

As in "Daily cleaning - point (1)" plus:

- washing and wiping dry of the INOX/metal surfaces of kitchen installations, including hot plates;
- washing and wiping dry of the INOX/metal cooker hoods;
- cleaning of all tables, chairs and ash-trays inside and outside the restaurant, with a damp cloth;
- empty waste paper baskets, wet clean and replace the bags provided by the company as required;
- wash walls covered with tiles with detergent and water.

(6) Common areas and corridors

- washing of the marble floors with water and detergent;
- polishing/waxing of all plastic floors with non-slip appropriate products;
- removal of stains and of discarded material;
- vacuuming and wet washing;
- dusting of horizontal surfaces and work surfaces with a wet cloth;
- emptying and wet cleaning of ashtrays, baskets and bins.

(7) Outdoors Areas

- empty and clean external ash trays and bins, tables and chairs as required;
- sweeping of floors of entrance areas and concrete parts of the yards;
- dusting, cleaning of floors of terraces as required;
- collection of garbage, discarded material and leaves;
- cleaning of glass windows.

(8) Security booth

As in "Daily cleaning - points (1) and (2)".

➤ Weekly cleaning schedule(1) Offices and Library

- cleaning of the sides and of horizontal surfaces over 1,70m high of all furniture items;
- vacuuming of fabric-upholstered seats and chairs;
- clean/wash heating devices, doors and handles;
- clean/wash top portions of open space partitions and window sills;
- cleaning of telephones and telephone leads with a disinfectant;
- wet cleaning of baskets and bins, bags replacement.

(2) Lavatories

- all walls shall be cleaned with biodegradable deep-cleaning;
- likewise, all stainless steel parts and the associated couplings shall be cleaned using appropriate products;
- disinfect toilet waste paper baskets;
- remove incrustations in toilet bowls and washbasins;
- wash floor tiles with detergent and water;
- clean/wash heating devices, doors and handles;
- thoroughly clean flush tanks, pipes and fixtures.

(3) Conference rooms

As in "Weekly cleaning - point (1)".

(4) Lifts

- remove incrustations from glass/wooden/plastic or metallic surfaces.
- wet cleaning and disinfection of telephone devices.

(5) Kitchen-cafeteria

As in "Weekly cleaning - point (1)" plus:

- thorough washing and wiping dry of the INOX/metal surfaces of kitchen installations, including hot plates;
- thorough washing and wiping dry of the INOX/metal cooker hoods;
- cleaning of all tables, chairs and ash-trays inside and outside the restaurant, with a damp cloth;
- disinfection of waste paper baskets and bins;
- washing with a disinfectant of the floor areas in and around the rubbish bins.

(6) Common areas and corridors

- dusting of railings
- wet cleaning of baskets and bins.

(7) Archive areas and Garage

- vacuuming and washing of the floor surfaces;
- dusting of furniture.

(8) Security booth

As in "Weekly cleaning - point (1)" plus:

- dusting of heating and air-conditioning installations;
- cleaning/polishing of the interpretation booth glass fixtures;
- clean fire extinguishers, waste paper bins/containers, external trim, drawers and wall switches;
- clean door handles;
- dusting of the lower areas of furniture;
- polishing/waxing of all appropriate surfaces with a non-slip product;
- cleaning of telephones and telephone leads with a disinfectant;
- remove cobwebs;
- clean tops of cabinets (over 1,7 meters) using a damp cloth;
- clean sofas and chairs;
- remove any rubbish (paper, plastics...) from the surroundings of the security booth.

➤ **Monthly cleaning schedule for all areas**

(1) Offices and Library

- all walls and carpets to be cleaned and washed thoroughly;
- all windows to be washed thoroughly from both sides;
- wet cleaning of seats and footrests;
- wet cleaning of all HVAC terminals;
- dusting and washing of all internal and external blinds;
- dusting and wet cleaning of all top shelves and cupboard;
- removal of cobwebs;
- disinfection of all baskets and bins.

(2) Conference rooms

As in "Monthly cleaning - point (1)".

(3) Kitchen-cafeteria

As in "Monthly cleaning - point (1)" plus:

- soak and wash the cooker extractor filters (restaurant-cafeteria);
- in-depth cleaning (moving of furniture and equipment);
- remove incrustations from kitchen equipment.

(4) Common areas and corridors

- clean all metal grills (all areas: internal and external surfaces);
- vacuuming, wet cleaning and polishing of floors;
- dusting of top shelves and cupboards;
- disinfection of ash-trays baskets and bins;
- wet cleaning of HVAC terminals;
- dusting and wet cleaning of railings;
- dusting and washing of blinds;
- dusting and wet cleaning of archives' furniture.

(5) Technical installations areas

- wash/vacuum floors;
- dusting of air ducts and of the surfaces of the technical equipment.

(6) Storage rooms (other than archive areas) and garage

- wash/vacuum garage floors (removal of oil-stains), including the access ramps;
- thorough cleaning/washing of floors in the storage rooms in the basement;
- dusting of air ducts surfaces;
- dusting of furniture.

(7) Security booth

As in "Monthly cleaning - point (1)".

➤ **Additional cleaning tasks within the year****Four times per year**

- Vacuuming, wet cleaning and stains removal of PVC, linoleum and rubber floors;
- Wet cleaning and removal of stains and cobwebs in the archives, storage rooms, technical rooms, underground areas and garage;
- Wet cleaning and stains removal of doors and handles in the technical rooms;
- Wet cleaning and stains removal of technical rooms, underground areas and garage;
- Dusting and wet cleaning of safety lights and all internal lights in all areas;
- Dusting of painted gypsum boards in the kitchen, stairs, corridors, archives, storage rooms, technical rooms.

Once per year

- Dusting of painted gypsum boards in offices, conference rooms, library, cafeteria;
- Dusting and wet cleaning of top shelves, cupboards and office lighting in the offices, archives, storage and technical rooms;
- Wet cleaning and stains removal of HVAC Terminals in the archives and storage rooms;
- Wet cleaning after removing books and files in the offices, library, archives and storage rooms;
- Wet cleaning and removal of stains and cobwebs in the lavatories, kitchen, elevators, stairs and corridors;
- Wet cleaning with appropriate products of painted walls for all areas except the day care centre;
- Vacuuming of false-ceiling tiles in the corridors and stairs 4x per year and for the remaining building;
- Vacuuming of all type of seats;
- Polishing of PVC, linoleum, marble and rubber floors.

2.2.6. Project management

The contractor will be required to identify a Project Manager and a Team Leader to implement/ to be in charge for the implementation of the contract (see 3.2.2 below).

The Team Leader will be one of the three full-time cleaning persons. The Team Leader will perform his/her regular cleaning tasks in accordance with the working program (2.2.5 above) or any other tasks assigned by the contractor and in addition will:

- be solely responsible for the effective and efficient supervision of the cleaning staff, of the tasks performed under the contract and the allocation of tasks to the cleaning staff;
- monitor the quality of work carried out daily by the cleaning staff;
- propose action to be taken in order to improve the quality of the cleaning services;
- ensure that staff on duty
 - (a) wear a uniform supplied by the contractor with an identity badge,
 - (b) are given sufficient and appropriate equipment for their work;
- submit monthly activity reports to Cedefop.

The Project Manager within his organisation will:

- represent the single contact point for all administrative and operational communication in regards to the contract implementation. The specific department of Cedefop which will be responsible for managing the contract will be the Facilities department. Cedefop will also designate the Contact Person(s) in charge of handling the contract with the successful tenderer. While on duty and within the premises of the Centre the contractor's personnel shall follow only the requests and orders by the designated representative(s) of the Centre. No requests or orders by any other staff of the Centre or any external persons are to be respected;
- draw up and supply standard monthly timesheets and daily attendance tables showing the hours worked by his staff in the Cedefop facilities. The computer-generated timetables and tables will facilitate checking and certifying the hours actually worked by the contractor's entire staff;
- attend quarterly meetings with the Cedefop representatives. On conclusion of these meetings or assessments, the Centre will draw up minutes detailing the action to be taken and the recommendations put forward.

In case the contractor needs to replace the team leader or the project manager throughout the duration of the contract, the CV(s) of the new staff must be submitted to Cedefop for review and approval before the replacement. Cedefop reserves the right to reject any of the staff of the contractor, stating the reasons for so doing.

2.3. Requirements

2.3.1. Personnel

The contractor will provide experienced and well trained staff, to enable a performance of high standard cleaning services in accordance with the best practices of the industry. All cleaning staff employed in carrying out the service must be regularly trained for these various tasks. Additionally, this training should cover cleaning agents, equipment and machines used; waste management and aspects of health, safety and the environment.

The contractor will provide **7 persons**, to ensure that all the duties of the tenderer's staff as described in this tender dossier are carried out in a satisfactory manner. The tenderer will provide the same personnel for the daily cleaning of the Centre's premises. Any changes in the staff should be communicated to Cedefop in writing and at least three days in advance. Cedefop reserves the right to reject any of the staff of the contractor, stating the reasons for so doing. The contractor will be fully responsible for the replacement of his staff in case of absence so that uninterrupted services are provided. The contractor shall present to Cedefop a list of all his staff members to be employed within the premises of the Centre.

The representatives of the Centre will thoroughly monitor the performance of the contractor under the contract. Nonetheless, the contractor will be solely responsible for the effective and efficient supervision of his staff, the allocation of tasks and the tasks performed under the contract.

One of the full-time cleaning personnel shall be nominated by the contractor as a Team Leader on the Centre's premises, who has to be reachable at all times, by means of a mobile phone, by both his/her own colleagues and the designated representative of the Centre, while at the premises of the Centre. In addition, the Project Manager nominated by the contractor shall be equipped with a mobile phone and be reachable at any time even at weekends and holidays.

Each cleaner of the contractor working at the premises of the Centre, will have to daily register in and out at the security reception, when entering and leaving the facilities respectively. Cedefop will provide each cleaner of the contractor with an access card that he/she shall be wearing while working at the Centre's premises.

The tenderer and his personnel shall be fully responsible and accountable for any equipment and other property of the Centre he/she will be using or working on during performance of his/her duties. Cedefop may take appropriate deductions from the contractor's payments to recover any financial losses to the Centre resulting from inappropriate actions or negligence of the contractor's personnel.

2.3.2. Clothing

The contractor shall supply his staff working on the Centre's premises with a sufficient number of uniforms in perfect condition and properly maintained. These uniforms shall enable unambiguous identification of the staff of the contractor and their clear distinction from other persons within the premises of the Centre.

2.3.3. Cleaning supplies, consumables and equipment

The Contractor shall ensure that his cleaning staff are adequately supported and equipped with the equipment mentioned below. In particular he shall ensure that there are sufficient and timely deliveries and permanent availability of all supplies needed for the performance of the contract.

The contractor is required to have available **at least** the following equipment, cleaning supplies and consumables:

Equipment

- Vacuum cleaner(s) for indoor and outdoor areas
- Spread bath machine (machine for cleaning and polishing plastic floors)
- Water pressure washers
- Carpet cleaning and drying machines
- Machine for vacuuming leaves
- Floor sweepers
- Scrub driers and polishers
- Wet pick-up machine (machine for flood restoration works)
- Steam cleaner
- Equipped trolleys and carts for cleaning and carrying things
- Telescopic ladders for window cleaning
- Danger signs (i.e. wet floor, wet carpets, ladder in use)
- Brooms, mops, heavy duty sponges, cleaning buckets, squeegees, disposable gloves, masks,
- Protective glasses
- All types of cloths (i.e. dust cloths)
- Platform to work at height, mobile scaffolds
- Uniforms for the cleaning staff.

In addition, Cedefop is using the following consumables:

Consumables

- Bags for sanitary pads
- Plastic bags for garbage bins
- Toilet deodorants
- Hand paper towels: Folded, highly absorbent, soft paper sheets, disposable, Kraft or bleached white
- Liquid soap: Liquid packaged to fit the existing dispensers. Must contain lanolin or equivalent
- Urinal refreshers
- Toilet paper of two-ply facial quality.

More details about the required consumables as well as an average annual consumption can be found in Annex L.

2.3.4. Health and Safety – Green cleaning services

Cedefop pays attention to environmentally-friendly cleaning and the use of environmentally-friendly cleaning products. We expect the contractor to use ecological/biodegradable cleaning materials and products for the cleaning of bathrooms, floors, furniture and windows.

The following categories of cleaning products should carry the EU Ecolabel or equivalent:

- All-purpose cleaners, sanitary cleaners and window cleaners
- Detergents for domestic (or similar) dishwashers
- Hand dishwashing detergents
- Laundry detergents for domestic washing machines

(See more details in: <http://ec.europa.eu/ecat/>)

Cedefop reserves the right to reject cleaning supplies and consumables which do not comply with European and National safety, environmental or hygiene standards (Directives 67/548/EEC, 1999/45/EC, 91/155/EEC, 76/769/EEC and their amendments or equivalent). During implementation of the contract the Contractor is obliged to submit all safety data sheets of the proposed cleaning detergents upon Cedefop's request.

The contractor is obliged to ensure the health and safety of the Cedefop staff and of the cleaning staff and to comply with the relevant EU and National laws (Directive 89/391/EEC and its amending acts, N.1568/1985, and OJ (FEK) 177/A/18-10-1985 of the Greek legislation).

At the end of every year of the contract, a list must be submitted by the contractor indicating clearly the name and the quantity of all cleaning supplies and consumables that have been used.

2.3.5. Other requirements

After the end of the daily cleaning, the contractor's staff is required to:

- close the windows
- turn off the lights
- close the doors of the offices
- turn off the taps in WCs and the kitchen/kitchenettes
- put back into place the furniture or objects that have been moved for cleaning purposes.

All recyclable waste (paper, plastic, aluminium, toners and glass) will be collected separately from food garbage and will be put into special containers that will be designated by the Cedefop representatives.

Clear danger signs should be put when specific cleaning tasks are executed in order to ensure the highest safety level (e.g. wet floors, wet carpets, ladders in use).

The contractor's staff is required to use different cloths, mops etc. per type of area cleaned (i.e. WCs, kitchen, offices, common areas).

Every Friday and at the end of the evening shift, all cloths and mops should be washed at the washing machine provided in the basement of the building. All cleaning equipment should be thoroughly cleaned and prepared for the beginning of the next week.

Public Liability Insurance

The successful bidder, prior to the signing of the contract, must provide a Public Liability Insurance Contract with a limit of not less than 50.000,00 € for bodily harm and not less than EUR 300.000,00 total coverage. This insurance must be renewed every year until the end of the framework contract.

All insurance required by Cedefop shall be obtained at the sole cost and expense of the Contractor; the insurance carrier should be registered according to the national laws.

Security Clearance

The successful tenderer shall present to the Centre, prior to contract signature, official documents stating the absence of criminal records for each of his staff employed by him at the premises of the Centre as well as a valid residence permit for non-Greek citizens. In case of personnel replacement, the tenderer is obliged to provide security clearance documents for the new personnel assigned.

Social Security Contributions and Compliance with Labour Law

The contractor has the obligation

a) to comply with the labour laws, such as the legislation referring to the payment of the employees' salaries in line with the respective employment contract, as well as the collective agreements of the Member State where the contractor is established

and

b) to fulfil obligations relating to the payment of social security contributions of their personnel assigned to Cedefop in accordance with the legal provisions of the country in which they are established or those of Greece.

In case of non-fulfilment of these legal requirements, the Contracting Authority will consider relevant measures, as set out in the Framework Service Contract, such as the termination of the contract.

Cedefop reserves the right to check any documentation describing the above mentioned requirement throughout the whole duration of the contract.

3. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER PROCEDURE

3.1. Exclusion criteria

Participation to this tender procedure is only open to tenderers who are in a position to subscribe in full to the Declaration on Exclusion criteria and Absence of conflict of interest, given in Annex C. Therefore all tenderers, all group (consortium) members (if any) and any subcontractor/s (identified as per the two bullet-points in the fifth paragraph of point 4.2 below) **MUST** provide the self-declaration found in Annex C duly signed and dated. The exclusion criteria will be assessed in relation to each company individually.

Cedefop reserves the right to check the situations described in points c) and f) of the declaration.

In the event of recommendation for contract award, point j) of Annex C will apply.

3.2. Selection criteria

The selection criteria concern the tenderer's capacity to execute similar contracts.

The tenderers must submit documentary evidence (or statements, where required) of their economic, financial, technical and professional capacity to perform this contract.

Each and all requirements for economic and financial capacity should be fulfilled by the tenderer - alone (in the case of single tenderers) or as a whole (in case the tenderer is a grouping/consortium). Participation in tendering is open to all legal persons bidding either individually or in a grouping (consortium) of tenderers.

An economic operator may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links which he has with them. He must in that case prove to the contracting authority that he will have at his disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place their resources at his disposal. This obligation may be fulfilled by presenting signed statements from those entities. Please note that natural persons (individuals, freelancers) are also considered 'entities' for this purpose.

3.2.1. Economic and Financial capacity

The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract.

Requirement:

- The average annual turnover of the tenderer for the last three financial years concerning the type of services covered in this call for tenders should be at least **300,000 €**

Proof of economic and financial capacity must be furnished by the following document:

- Signed Statement (please fill-in and sign your Statement in Questionnaire 2 of Annex G) of the tenderer's turnover for the last three financial years concerning the type of services similar in nature to those making the subject of this call for tenders.

In case of a consortium (grouping) or subcontracting each member of the consortium and all subcontractors (in line with points 4.1 or 4.2 below) must provide the required statement for the economic and financial capacity (Questionnaire 2 of Annex G), **but the assessment of whether the minimum requirement is met will bear on the consortium as a whole or the tenderer together with his subcontractors.**

In the event of recommendation for contract award the winning tenderer (single tenderer or in the case of a consortium (grouping) each member of the consortium) will be requested to prove the above by submitting Audited Financial Statements (Audited Profit and Loss Account/ Statement or equivalent) if these are foreseen by the respective national legislation. Should total subcontracting exceed 40% of the work by value, Cedefop reserves the right to request audited financial statements also from the subcontractors. For tenderers or sub-contractors (identified as per any of the two bullet-points in paragraph 4 of Art. 4.2 below) who are natural persons / freelancers, a tax declaration and tax clearance statement for the last **three** financial years will be requested.

If, for some exceptional reason the winning tenderer (or any consortium member or subcontractor) is unable to provide one or other of the above documents, he or she will be required to justify the non-provision and may prove his economic and financial capacity by any other document which Cedefop considers appropriate. Cedefop reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

3.2.2. Technical and professional capacity

The Tenderers are required to have sufficient technical and professional capacity to perform the contract. They must demonstrate qualifications, knowledge, skills and the ability to perform the tasks outlined in the Technical Specifications (points 2.2 – 2.3 above and Annex K).

Requirements for the tenderer

- Enrolment in the relevant professional register;
- Adequate structure and resources of the tenderer to perform the services specified in the Technical Specifications;
- Have the ability and the minimum necessary equipment (as per point 2.3.3 – “Equipment”) for the execution of services;
- Have a minimum of three (3) years’ experience in implementing contracts related to the subject of this call for tenders;
- Have in place and operate a relevant to the subject of the contract Quality Management System.

Requirements for the tenderer’s team

- The Tenderer’s **team**, intended to perform the contract, must have the necessary skills and experience for its successful implementation.

- **Project Manager:**
 - Three (3) years individual experience in project management in the field of cleaning services;
 - Language: English necessary (level B2 as determined in “Language levels of the Common European Framework of Reference CEF² or equivalent).
- **Team Leader:**
 - Three (3) years individual experience as on-the-spot coordinator of a team in the field of cleaning services. He/She has to have followed training by an accredited body in the fields of occupational health and safety standards, application techniques and environmental issues;
 - Language: English necessary (level B1 as determined in “Language levels of the Common European Framework of Reference CEF or equivalent).

Proofs / Evidences of Technical and professional capacity

The following documents or information must be presented by the tenderer to prove his technical and professional capacity to perform the proposed contract:

- Document for enrolment in the relevant professional register, as prescribed by the laws of the Member State, where the tenderer is established;
- Brief company profile indicating the structure and resources of the tenderer **(please fill-in Questionnaire 4 in Annex G)**;
- List of necessary equipment of the tenderer for the execution of services;
- List of at least **3** contracts performed in the past **three (3)** years similar to the scope, size and nature as those required in this call for tenders, describing the contracting authorities, the subjects, the amounts, the dates, the percentage and the specific tasks performed by the tenderer **(please fill-in Questionnaire 3 in Annex G)**;
- Relevant valid certification of the quality management system of the tenderer (ISO 9001:2000 or equivalent);
- The CVs of the Project Manager and the Team Leader, **whose involvement will be crucial for the successful performance of the contract**, describing the working experience and the level of English knowledge.
- Copy of the relevant valid certification by an accredited body of occupational health and safety standards of the team leader.

In case of consortium or subcontracting, the consortium or the tenderer with all subcontractors together have to provide evidence of technical and professional capacity as a whole (please see also 4.1 and/or 4.2 below).

² <http://europass.cedefop.europa.eu/LanguageSelfAssessmentGrid/en>

3.3. Legal Position

Tenderers may choose between submitting a joint offer (see 4.1) as a Consortium / Grouping or introducing a bid as a single tenderer, in both cases with the possibility of having one or several subcontractors (see 4.2). Whichever type of bid is chosen, the tender must stipulate the legal status and role of each legal entity in the tender proposed (see also 5th bullet of point 4.1. below). To identify himself (and any other participating entities, if applicable), the tenderer must complete **Questionnaire 1 in Annex G**. Tenderers are also requested to complete a **Legal Entity Form** found in **Annex D**, accompanied by all documents and information indicated in the form.

The Legal Entity Form should be completed and signed by the representative(s) of the tenderer (who sign(s) the cover letter as per point 4 of the Invitation to tender) authorised to sign contracts with third parties.

The Legal Entity Form should not be submitted by sub-contractors (if any).

4. ADDITIONAL INFORMATION CONCERNING PARTICIPATION TO THIS TENDER PROCEDURE

Participation in Cedefop tendering procedures is open on equal terms to all natural and legal persons or groupings of such persons (consortia) falling within the scope of the Treaties. It includes all economic operators registered in the EU and all EU citizens. Pursuant to Article 119 of the general Financial Regulation the participation is also open to all natural and legal persons from non-EU countries that have a ratified agreement with the European Union in the field of public procurement on the conditions laid down in that agreement. Cedefop can therefore accept offers from and sign contracts with tenderers from 35 countries, namely: the 28 EU Member States, 3 EEA Countries (Lichtenstein, Norway, Iceland) and 4 SAA Countries (FYROM, Albania, Montenegro and Serbia).

The procurement (tender) procedures of Cedefop are **not** open to tenderers from GPA countries.

A legal person can take part (as an individual tenderer or as a member of a consortium submitting a tender) in only one tender. In the opposite case all tenders in which that person has participated may be excluded from the evaluation.

4.1. Joint Offers/ Groupings (Consortia)

- Groupings (consortia), irrespective of their legal form, may submit a tender on condition that it complies with the rules of competition. A consortium may be a legally-established permanent grouping, or informally constituted group of tenderers submitting an offer (joint offer) for a specific tender procedure.
- Cedefop does not require consortia (if any) to have a given legal form in order to submit a tender, but reserves the right to require a consortium to adopt a given legal form before the contract is signed (if this change is necessary for proper performance of the contract). This can take the form of an entity with or without legal personality but offering sufficient protection of the contractual interests of Cedefop.
- If awarded the contract, the tenderers of the group (consortium) will have an equal standing towards Cedefop in executing it.

- A grouping (if any) of firms must nominate one party to be responsible for the receipt and processing of payments for members of the grouping, for managing the service administration, and for coordination.
- Tenders submitted by consortia of firms must specify the role, qualifications and experience of each member or of the group (please fill-in the respective Questionnaires in Annex G).
- Each member of the group (consortium) must provide the required evidence for the exclusion and selection criteria. Concerning the selection criteria, the evidence provided by each member of the group (consortium) will be checked to ensure that the consortium as a whole fulfils the criteria.
- The offer has to be signed by all members of the group (consortium). However, if the members of the group so desire they may grant an authorisation to one of the members of the grouping (consortium). In this case they should attach to the offer a power of attorney (see model in Annex I) authorising this company or person to submit a tender on behalf of the grouping (consortium). For groupings not having formed a common legal entity, Annex I, model 1 should be used and separate legal entity forms (see point 3.3 and Annex D) should be completed and signed by all members. For groupings with a legal entity in place, Annex I, model 2 and one legal entity form (see point 3.3 and Annex D) should be completed and signed only by the single representative of the consortium.

The contract will have to be signed by all members of the group (consortium). If the members of the group (consortium) so desire, they may grant authorisation to one of the members of the grouping by signing a power of attorney. The same model as above duly signed and returned together with the offer (Annex I) is valid also for signature of the contract.

Partners in a joint offer assume joint and several liability towards Cedefop for the performance of the contract as a whole.

4.2. Subcontracting/Subcontractors

Subcontracting is defined as the situation where a contract has been or is to be established between Cedefop and a contractor and where the contractor, in order to carry out that contract, enters into legal commitments with other entities for performing part of the service. If awarded, the contract will be signed by the selected Tenderer (the Contractor), who will be vis-à-vis Cedefop the only contracting party responsible for the performance of this contract. Cedefop has no direct legal commitment with the subcontractor(s).

The contractor retains full liability towards Cedefop for performance of the contract as a whole. Cedefop will treat all contractual matters (e.g. payments) with the contractor, whether or not some tasks are performed by a subcontractor. Under no circumstances can the contractor avoid liability towards Cedefop on the grounds that the subcontractor is at fault. Any subcontracting/subcontractor must be approved by Cedefop, either by accepting the bidder's tender, or, if proposed by the Contractor after contract signature, in writing by an exchange of letters. In the latter case subcontracting/subcontractor will be accepted only if it is judged necessary and does not lead to distortion of competition.

Tenderers are free to choose their subcontractors from both eligible and non-eligible countries. Thus, in principle all economic operators can act as subcontractors of eligible tenderers.

The tenderer must clearly indicate the identity of each Subcontractor and the percentage of work by value that he will perform for this contract (please fill in Annex G).

Only in cases when:

- a Subcontractor undertakes between 10% and 40% of the work by value,
- the total subcontracting is above 40% of the work by value, independently of the individual Subcontractor's contribution to the work by value,

the tenderer should submit with the offer:

1. the Declaration on exclusion criteria and absence of conflict of interest (Annex C) filled-in and signed by the respective Subcontractor;
2. the required documents related to the economic/financial and technical/professional capacity of the Subcontractor as described in points 3.2.1 and 3.2.2;
3. the Form in Annex J (Model of Letter of Intent for Subcontractor/s) duly filled-in and signed by each respective Subcontractor, stating his unambiguous undertaking to collaborate with the tenderer if the latter wins the contract. Also should be stated the roles, activities and responsibilities of the subcontractor(s) and the extent of the resources that the respective subcontractor will put at the tenderer's /contractor's disposal for the performance of the contract

N.B. The subcontractor(s) (if any) have to provide the documents to prove their capacity only for the parts of the contract that are relevant to them. The evidence provided will be checked to ensure that the tenderer with the subcontractor(s) altogether fulfil the criteria.

5. AWARD OF THE CONTRACT

Only the tenders meeting the requirements of the no-exclusion and selection criteria will be evaluated in terms of quality and price.

The contract shall be awarded to the tenderer submitting the tender that offers the best-value-for-money as represented by the highest Total Score (TS) out of 100.

The Total Score (TS), comprising quality + price score, will be calculated for each tender by applying the formula below:

$$\text{Total Score (TS)} = X \cdot (\text{TQV} / 100) + Y \cdot (\text{Cheapest TFO} / \text{TFO})$$

Whereby:

TQV = Total Quality Value of the tender (as per point 5.1);

TFO = Total Financial Offer of the tender (as per points 5.4);

X is the weighting for quality score (TQV) and for this tender procedure it is fixed to **(60)**;

Y is the weighting for price (TFO) and for this tender procedure it is fixed to **(40)**.

Cheapest TFO is the Cheapest Tender Price of a technically compliant tender (i.e. among those having achieved a minimum of 50% of the possible score for each of the award (evaluation) criteria 1) and 2) and in total a minimum of **65** out of 100 points (TQV) in the technical evaluation – see below).

5.1. Technical evaluation

The assessment of the technical quality will be based on the ability of the tenderer to meet the purpose of the contract as described in the tender specifications.

The following Award Criteria for the technical evaluation will be applied to this tender procedure:

Award criteria	Maximum number of points
1) ORGANISATION AND METHODOLOGY	50
1.1. Methodology for the provision of the services	30
1.2. Timetable of activities	20
2) QUALITY ASSURANCE AND RISK ASSESSMENT	50
<Support mechanism>	
2.1. Availability of daily transportation for the cleaning staff	10
2.2. Back-up/replacement arrangements	5
<Exchanges and interaction with Cedefop>	
2.3. Stability of employment of the proposed team	10
2.4. Communication with Cedefop and reporting lines with the Project Manager Accessibility arrangements for the Team Leader	15
<Risk assessment>	
2.5 Adequate consideration of possible hindrances	5
<Environment>	
2.6. Appropriateness of the tenderer's policy towards environmentally-friendly cleaning and health and safety of the employees	5
Total Quality Value (TQV)	100

In order to guarantee a minimum threshold of quality, offers that:

- do not reach a minimum of 50% of the possible score for each of the award (evaluation) criteria 1) and 2), and
- obtain an overall total score (Total Quality value) of less than the total **65** (of a maximum of 100) points against the award (technical) criteria,

will not be considered acceptable and will be eliminated from further evaluation. Only the technically compliant (acceptable) tenders as per the above will be subject to Financial (Price) Evaluation (5.3).

5.2. Technical proposal

The tenderer's technical proposal should consist of a clear and comprehensive response to all requirements as per the Technical Specifications in point 2 above providing a practical, detailed description of the services proposed for performance of the contract.

Tenderers are requested to organise the technical offer in headings or to structure it in such a way so as to ensure that the content of the technical offer meets the requirements set out in the Technical Specifications as closely as possible and to facilitate the subsequent evaluation of tenders against the technical award criteria. It is up to the tenderer to present in his Technical Proposal a detailed organisation and methodology such that they fulfil (comply in full with) all requirements outlined in the Technical Specifications.

For the technical evaluation of the offer against the award (technical) criteria mentioned above, the tenderer must provide:

For award sub-criterion 1.1

- detailed work plan illustrating intended organisation and management of the project and of the tasks; analytical description of the team leader's tasks (availability and daily presence, monitoring, supervision and organising of cleaning services, allocation and justification of the tasks, other tasks)

For award sub-criterion 1.2

- timetable with descriptions of the deliverables (match between the work programme and the intended work schedule indicating the allocation of the tasks of the intended work schedule per team member)

For award sub-criterion 2.1

- arrangements for easy commuting of the cleaning team (availability of daily transportation for the cleaning staff, etc.)

For award sub-criterion 2.2

- arrangements for response to urgent, extra or special cleaning services (procedures & response time, stand-by personnel)

For award sub-criterion 2.3

- stability of employment of the proposed team (measures to maintain team composition)

For award sub-criterion 2.4

- arrangements for secure and easy communication between Cedefop and the Project Manager
- accessibility and flexibility arrangements for the Team Leader

For award sub-criterion 2.5

- preliminary assessment of likely difficulties in carrying out the work and proposed actions

For award sub-criterion 2.6

- description of the tenderer's policy towards environmentally-friendly cleaning and health and safety of the employees

The Technical Proposal should prove that the Tenderer is capable of meeting the tender specifications, by providing all the information related to the scope of this project. All the information and means of proof provided in the tender commit the contractor throughout the duration of the contract.

The tenderer shall identify a Project Manager within his organisation who will represent the single contact point for all administrative and operational communication in regards to the contract implementation. As appropriate, the Team leader (see 3.2.2.) can also act as Project Manager or two different persons can be identified. Cedefop will also designate the Contact Person in charge of handling the contact with the selected tenderer.

In addition to the above the tenderer must clearly specify which parts of the work will be subcontracted (if any) and specify the identity of those subcontractors only undertaking more than 10% of the work by value (or of all subcontractors if total subcontracting is above 40% of the work by value) as requested in point 4.2.

NB: All the information and means of proof provided commit the contractor throughout the duration of the contract.

5.3. Financial evaluation

Only tenders scoring in total **65 points or more** (of a maximum of 100 points) against the technical award criteria and **50% or more** of the possible maximum score for each of the two award criteria will have their financial proposal evaluated. The evaluation will be made on the basis of the **Total cost of cleaning services for 4 years** offered in the financial proposal in Annex H (see also point 5.4).

The tenders are awarded points for the Total Price offered by using the following formula:

Financial score = (cheapest Financial Proposal / Financial Proposal of the tender considered)* Y.

Where Y = price weighting (see the complete formula under point 5 above)

Information concerning price

- The prices quoted must be fixed and not revisable for the first year of the contract. From the 2nd year onwards Article I.3.2 of the Contract shall apply (see draft Framework Contract at Annex B).
- Prices must be quoted in EURO and include all expenses (*salaries, cost of equipment, machinery, consumables, cleaning products etc*).
- Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, Cedefop is exempt from all charges, taxes and dues, including value added tax (VAT). Such charges shall therefore not be included in the calculation of the price quoted.
 - For contractors based in Greece, invoices will include VAT which is paid by Cedefop and later reimbursed by the State.
 - For contractors established in other countries exemption is direct (invoices are submitted without VAT), subject to fulfilling as necessary the requirements of Article 151 of Council Directive 2006/112/EC.
 - In Belgium, use of this contract constitutes a request for VAT exemption No. 450, VAT exemption article 42, paragraph 3.3 of the VAT code (circular 2/1978), provided the invoice includes: "Commande destinée à l'usage officiel de l'Union Européenne, Exonération de la TVA; art. 42 § 3.3 du code TVA (circulaire n° 2/1978)".

5.3.1. Evaluation of abnormally low prices

If any tender's price appears to be abnormally low in relation to the services offered, and in order to check if the tender can be considered valid, the evaluation committee will, before it may reject this tender, send a request for clarifications to ask for explanations on the components of the tender which it considers relevant to the presumed abnormally low price and shall verify those constituent elements taking account of the explanations received. If in that relation the tenderer cannot explain his price on the basis of the economy of the services or supplies offered, or the method used, or the technical solution chosen, or the exceptionally favourable conditions available to the tenderer, the tender will be rejected.

A price will be considered abnormally low if the financial offer of any tenderer is lower with more than the acceptable margin of deviation from the average price of the other technically acceptable offers (please note that definition of which offers are technically acceptable/ compliant is given in points 5, 5.1 and 5.3 above). The actual deviation will be calculated as % as follows:

The difference between the average price of the other technically acceptable offers and the value of the presumably abnormally low financial offer will be divided by the average price of the other technically acceptable offers.

The acceptable margin of deviation is set to **30%**.

The approach of the Evaluation Committee to identify and eliminate abnormally low tenders will be the following:

- a) apply the acceptable margin of deviation from the average price of the other technically acceptable offers and set aside the offers that go beyond it;
- b) check if specific notes or specific items included in the offer justify to some extent the deviation; if not, or if inadequate, send relevant request for explanation(s) to the tenderer concerned;
- c) decide on the acceptability of the offer on the basis of the notes in the tender and/or the clarification reply received.

5.3.2. Financially unacceptable tenders

In the context of financial evaluation, the Evaluation Committee could find that tenders are unacceptable because the price is:

- abnormally low (see point 5.3.1);
- 15% or more above the estimated budget announced in these Tender Specifications (see point 1.5).

Such tenders will have to be rejected by the Evaluation Committee, independently of their quality value as determined in the preceding (technical) evaluation stage.

5.4. Financial Proposal

The financial offer must be clear and in compliance with the tender specifications. Please fill in the attached Annex H – Financial Offer Form. Please note that Cedefop estimates are indicative and do not constitute any kind of legal obligation for the Centre. The financial offer is based on a 4 years scenario established for evaluation purposes only and that is not binding for Cedefop.

The tenderers should prepare their Financial Proposals by using the layout of the Financial Offer Form (Annex H).

6. INFORMATION ON PRESENTATION AND CONTENT OF TENDER

It is important that tenderers provide all documents necessary to enable the evaluation committee to assess their tender. Tenderers should fully respect the instructions indicated under points 2, 3 and 4 of this open invitation to tender.

In addition, below you will find details of the required documentation.

6.1. Envelope A - Supporting documents

One original and one copy of:

- cover letter, signed by the person/s (name and position) that is/are authorised to sign the contract in case of contract award
- the exclusion criteria declaration requested in point 3.1 and standard template found in Annex C
- the selection criteria documents as requested in points 3.2, 4.1, 4.2
- Questionnaires 1 – 4 as found in Annex G
- Power of Attorney (Model 1 or 2), as required in point 4.1 (if applicable) and found in Annex I
- Model of Letter of Intent for Subcontractor/s as required in point 4.2 (if applicable) and found in Annex J
- the Legal Entity Form as requested in point 3.3 and found in Annex D
- the Financial Identification Form as found in Annex E
- the checklist found in Annex F

In the case of tenders submitted by groupings (consortia) or involving contribution by subcontractors, envelope A should also contain all relevant documentation as requested in points 4.1 and 4.2 respectively (with reference to points 3.1, 3.2 and 3.3).

6.2. Envelope B – Technical proposal

One original signed version and three copies of:

- the Technical Proposal providing all information requested in point 5.2, including information relevant to subcontracting, if any, as requested in point 4.2.

6.3. Envelope C – Financial proposal

One original signed version and three copies of:

- the Financial Proposal - Annex H - containing all information requested in point 5.4.

ANNEX A

Contract Notice

(Given as a separate file in *.pdf format)

ANNEX B

Draft Contract

(Given as a separate file in *.pdf format)

ANNEX C

Declaration of honour with respect to the Exclusion Criteria and absence of conflict of interest

(Given as a separate file in *.doc format)

ANNEX D

Legal Entity Form

Legal Entity Form to be downloaded, depending on the nationality and legal status of the tenderer, from the following website:

http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

Legal Entity Form to be completed and signed by a representative of the tenderer (group leader in case of consortium, with indication of entity, name and function) authorised to sign contracts with third parties. It should not be signed by sub-contractors (if any).

ANNEX E

Financial Identification Form

To be downloaded, depending on the nationality of the tenderer, from the following website:

http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_fr.cfm

and completed and signed by an authorised representative of the tenderer (group leader in case of consortium, with indication of entity, name and function), but not by subcontractors.

PLEASE NOTE:

Please indicate the BIC (Bank Identification Code) in the REMARKS box of the downloaded form.

ANNEX F

Check list of mandatory documents

CHECK LIST OF MANDATORY DOCUMENTS

The checklist must be used to ensure that you have provided all the documentation for this tender and in the correct way. This checklist should be included as part of your offer.

Please Tick ✓ the boxes provided

Mandatory documents to be included as part of the tender	Reference paragraph	Included		If the document is not included, please explain the reason
		Yes	No	
<u>Envelope 'A' must contain</u>				
one original and one copy of:	6.1	☐	☐	
- Cover letter, signed by the person/s that is/are authorised to sign the contract in case of contract award (name and position of the individual(s))	Art. 4 of Invitation to tender; 6.1	☐	☐	
- Exclusion Criteria Declaration (including those of consortium members and subcontractors, if applicable)	3.1, 6.1 & Annex C	☐	☐	
- selection criteria documents (if applicable, including those of consortia and subcontractors)	3.2, 4.1, 4.2, 6.1	☐	☐	
- Questionnaires 1-4 (Annex G)	3.2, 4.1; 6.1 & Annex G	☐	☐	
- Power of attorney of partners in joint bid / Consortium (if applicable)	4.1, 6.1 & Annex I (models 1 or 2)	☐	☐	
- Letter of intent of subcontractor (if applicable)	4.2, 6.1 & Annex J	☐	☐	
- Legal Entity Form	3.3, 6.1 & Annex D	☐	☐	
- Financial Identification Form	6.1 & Annex E	☐	☐	
- this Checklist	6.1 & Annex F	☐	☐	
<u>Envelope 'B' must contain</u>				
one original and three copies of:	6.2	☐	☐	
- the technical proposal	2, 5.1, 5.2, 6.2	☐	☐	
<u>Envelope 'C' must contain</u>				
one original and three copies of:	6.3	☐	☐	
- the Financial Proposal	5.4, 6.3 and/or Annex H	☐	☐	

The tenderers should also ensure that:

☐	the offer is formulated in one of the official languages of the European Union.
☐	both the technical and financial proposals of the offer are signed by duly authorised agent.
☐	the offer is perfectly legible in order to rule out any ambiguity.
☐	the offer is submitted in accordance with the envelope system as detailed in the invitation to tender point 3.
☐	the outer envelope bears the information mentioned in the invitation to tender point 3.

ANNEX G

Questionnaires 1- 4

(Given as a separate file in *.doc format)

ANNEX H

Financial Proposal

(Given as a separate Excel file)

ANNEX I

Models of power of attorney

(Given as a separate file in *.doc format)

ANNEX J

Model of Letter of Intent for Subcontractor/s

(Given as a separate file in *.doc format)

ANNEX K

Working Programme

(Given as a separate file in *.xls format)

ANNEX L

List of Consumables

(Given as a separate file in *.xls format)

ANNEX M

Pictures of Cedefop's building

(Given as a separate zip file in *.jpg format)