



**Framework service contract for the provision of  
cleaning services at the premises of the European Environment Agency**

**Reference:** Open call for tenders EEA/OSE/12/003

**Closing date:** 03/09/2012

**1. Introduction to EEA**

The European Environment Agency (EEA) is a European Union public body governed by Regulation (EC) No 401/2009 of the European Parliament and of the Council of 23 April 2009<sup>1</sup>. The EEA role is to support the European Union in the development and implementation of environmental policy by providing relevant, reliable, targeted and timely information on the state of the environment and future prospects. The EEA also provides the necessary independent scientific knowledge and technical support to enable the Union and the member countries to take appropriate measures to protect and improve the environment as laid down in the Treaty and by successive Community action programmes on the environment and sustainable development. Currently, the EEA has 32 member countries.

There are approximately 200 staff members working at the EEA. These staff members come from a wide range of national, professional and cultural backgrounds. Their functions at the EEA vary from environment-related research and data-analysis to administrative or managerial tasks.

Further information about the work of EEA can be obtained on its website: <http://www.eea.europa.eu>.

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<sup>1</sup> OJEU L 126 of 21.5.2009, p. 13.

## 2. Presentation of the tender

Tenders shall be submitted in accordance with the **double envelopes system**:

The outer envelope or parcel should be sealed with adhesive tape and signed across the seal and carry the following information:

- The call for tenders reference No **EEA/OSE/12/003**
- The contract title **“Framework service contract for the provision of cleaning services at the premises of the European Environment Agency”**
- The name of the tenderer
- The indication **“Tender – Not to be opened by the internal mail services”**
- The address for submission of tender (as specified in the letter of invitation to tender)
- The date of submission shall be legible on the outer envelope or parcel

The outer envelope or parcel must contain three inner envelopes, i.e. Envelope No 1, 2 and 3, corresponding to the following three sections: administrative section, technical offer and financial offer.

**(a) Envelope No 1 – Administrative section** shall include the following:

- The Tender submission form drawn up in accordance with the template in annex 1
- The declaration on exclusion criteria as required under section 12.1.2 drawn up in accordance with the template in annex 2
- The legal entity form as required under section 12.2.1 drawn up in accordance with the template in annex 3
- The financial identification form drawn up in accordance with the template in annex 4
- The evidence and documentation demonstrating the fulfilment of the selection criteria as required under sections 12.2.2 (economic and financial capacity) and 12.2.3 (technical and professional capacity)

**(b) Envelope No 2 – Technical offer** shall include the following:

The technical offer providing all information requested under sections 6, 7, 8 and 12.3.1 including where appropriate information relevant to subcontracting as requested under section 4.3.

**(c) Envelope No 3 – Financial offer** shall include the following:

The financial offer providing all information requested under sections 11 and 12.3.2, drawn up in accordance with the template in annex 5.

Tenders shall be drafted in one of the languages of the EEA member countries, **preferably in English or Danish** (supporting evidence does not need to be translated) and submitted in **triplicate** (one signed original unbound and two copies).

It is important that tenders are presented in the correct format and include all documents necessary to enable the evaluation committee to assess them. Failure to respect these requirements will constitute a formal error and may result in the rejection of the tender.

Tenderers shall observe precisely the indications in points 2, 3, 4 and 6 of the letter of invitation to tender to ensure their tender is admissible. Late delivery will lead to non-admissibility of the tender and its rejection from the award procedure for this contract. Offers sent by e-mail or by fax will also be non-admissible and discarded. Envelopes found opened at the opening session will also lead to non-admissibility of the tender. Consequently, tenderers must ensure that their tenders are packed in such a way as to prevent any accidental opening during its mailing.

### **3. Confidentiality and protection of personal data**

For the processing of this tendering procedure, the EEA observes the rules set in Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of personal data by Community institutions and bodies and on the free movement of such data (OJEU L 8 of 12.1.2001, p. 1).

For further detailed information please refer to the privacy statement available on the EEA external website at the following address: <http://www.eea.europa.eu/about-us/tenders/privacy-statement>.

### **4. Participation in the tendering procedure**

Submission of a tender implies acceptance of the terms and conditions set out in the invitation to tender, in these tender specifications and in the draft framework contract and order form attached to the latter (see annex 6) 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.

#### **4.1. Eligibility**

This call for tender is open on equal terms to all natural and legal persons from one of the 32 EEA member countries and to all natural and legal persons established in a third country which has a special agreement with the European Union in the field of procurement on the conditions laid down in that agreement<sup>2</sup>.

As proof of eligibility tenderers must indicate in which country they have their headquarters, registered office or residence, and provide the necessary supporting documents in accordance with their national law. If the tender is a natural person, he/she must provide a copy of identity card/passport or driving license and proof that he/she is covered by a social security scheme as a self-employed person.

#### **4.2. Application**

All eligible natural and legal persons (as per above) or groupings of such persons (consortia) may apply.

A consortium may be a permanent, legally established grouping or a grouping, which has been constituted informally for a specific tender procedure. If awarded the contract, the members of the consortium (i.e. the leader and all other partners) will have an equal standing towards the EEA in executing the framework service contract and they will be jointly and severally liable to the EEA.

The participation of ineligible natural or legal persons will result in the automatic exclusion of that person. In particular, if that ineligible person belongs to a consortium, the whole consortium will be excluded.

The EEA will not request consortia to have a given legal form in order to be allowed 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 to the EEA contractual interests (depending on the member countries concerned this may be for instance, incorporation or partnership or a temporary association). Consortia must identify one of their members as coordinator who will interface with the EEA.

Each member of a consortium must fulfil the conditions for participation mentioned in sections 4.1 above and 4.2 and provide the required documents listed in these tender specifications under

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<sup>2</sup> At this point in time, tenderers established in one of the following countries are eligible: EU27, Iceland, Liechtenstein, Norway and Turkey; under the stabilisation and association agreements: Croatia, FYROM, Albania and Montenegro; under bilateral agreements: Mexico and Chile.

sections 11.1 and 11.2 below. Therefore, each member of a consortium shall specify his role, qualifications and experience.

#### **4.3. Sub-contracting**

A contractor may subcontract part of the services.

Tenderers must state what part of the work, if any, they intend to subcontract, and to what extent (for instance % of the total contract value), specifying the names, addresses and legal status of the subcontractors. If subcontracting is **not** envisaged, tenderers shall clearly state so in the tender submission form (see annex 1).

Tenderers shall provide a document containing a list of the professional qualifications of the subcontractors and statement of their policy on the use of subcontractors and of the means of ensuring quality and confidentiality when subcontractors are used. If awarded the contract, contractors may not choose subcontractors other than those mentioned in the bids unless they obtain the prior written authorisation of the EEA. The overall responsibility of the work remains with the contractor.

Tenderers shall acknowledge that EEA reserve the right to request them at a later stage to provide documentation in relation to the exclusion and selection criteria for any proposed subcontractors.

Contractors must ensure that Article II.17 of the draft framework contract (see annex 6) can be applied to subcontractors. Once the contract has been signed, Article II.12 of the above-mentioned draft framework contract shall govern subcontracting.

### **5. Contractual terms**

In drawing up their bid tenderers should bear in mind the provisions of the standard framework contract and standard order form attached to these tender specifications (Annex 6).

#### **6. Subject of contract**

##### **6.1 Purpose and scope of the contract**

EEA is looking for a reliable and flexible cleaning company with the aim to establish a framework contract for the provision of cleaning services at its premises at Kongens Nytorv 6 and 8, 1050 Copenhagen K, Denmark, covering a total area of 9940 m<sup>2</sup> (7200 m<sup>2</sup> for KN6 and 2740 m<sup>2</sup> for KN8).

The EEA pays attention to ergonomic, environmentally-friendly cleaning and the use of environmentally-friendly cleaning products.

The EEA also focuses on result-oriented quality cleaning that allows for varying needs for cleaning of e.g. meeting rooms, canteen, office areas etc...

##### **6.2 Description of the required cleaning services**

The cleaning services to be provided are described in Annex 7, whereas the frequency of the cleaning services to be provided is specified in Annex 8 to these tender specifications.

In addition, the contractor shall furnish all cleaning supplies (e.g. detergent, glass cleaner, disinfectant polish) and operational material as well as supply and distribute all consumables (e.g. toilet tissue, paper towels, soap and garbage disposal bags) as mentioned in section 7 below.

##### **6.3 EEA working hours and official holidays**

The normal working hours of the EEA staff are 8 hours daily between 07h00 and 20h00. On average, it is estimated that most staff have left the premises before 18h00. The official holidays of EEA amount to approximately 17 days/year. The schedule of the EEA public holidays in 2013 are attached in annex 9.

## **7. General obligations of the tenderer / mandatory requirements**

The contractor shall have a thorough knowledge of the cleaning supplies, operational material and consumables to be used for the provision of the requested cleaning services.

### **7.1 Cleaning supplies**

The contractor shall use appropriate CE certified detergents for the cleaning services. The use of ecological/biodegradable cleaning supplies and products are in general required (see also section 7.4 below).

### **7.2 Operational material**

In order to fulfil the required services, the contractor shall provide and use operational material similar to the following:

- Equipped trolleys and carts for cleaning and carrying things;
- Vacuum cleaners;
- Floor sweepers;
- Telescopic ladders and danger signs;
- Buffers, brooms, brushes, mops, bucket, etc....
- Hygienic disposal boxes for sanitary pads and towels for mixed toilets (fit to existing holders);
- Any other operational material that might be necessary for a professional cleaning.

### **7.3 Consumables**

The contractor should check on a daily basis and provide the following consumables as required:

- Toilet deodorants and toilet brushes;
- Toilet rolls: soft quality;
- Paper towels (fit to existing holders);
- Liquid hand wash;
- Plastic bags for sanitary pads (fit to existing holders);
- Kitchen: Dishwashing products, detergents, dish towels, hand towels (fit to existing holders).

Products used must not contain substances likely to damage fitted carpets, marble surfaces, tiling, linoleum, metals, etc... Their formulation must be such as to preserve the surfaces treated satisfactorily. Products must comply with the rules in force on environmental protection and preference will be given to products offering the best guarantees in this regard (i.e. products which carry the EU Ecolabel or equivalent).

Consumables will be reimbursed on the basis of factual cost (i.e. based on actual consumption).

### **7.4 Environmental, safety and health requirements**

The contractor shall comply with the environmental policy of the Agency (see annex 10) and strive to save water and electricity and to sort the waste correctly. In addition, the contractor shall comply with the European and national rules on environmental protection, safety and health.

For that purpose:

- The contractor shall provide a list of all products used and description of their chemical content. The EEA reserves the right to ban the use in its buildings of products that do not in its view offer every guarantee regarding health, safety or protection of the environment;

- Products and materials used must be stored in suitably marked containers and only in premises or cupboards designated for the purpose;
- Written approval for the storage of flammable products must be sought from the person responsible at the EEA. Equipment and methods used must be consistent with the health and safety standards applicable to the EEA premises being cleaned, according to local regulations.
- Staff of the contractor must alert those in charge of the buildings to any problems of water leakage from washing and toilet facilities or any other form of malfunction they discover in the course of their work (e.g. water, lighting, furniture etc.);
- Staff of the contractor must be trained to use cleaning products economically and in the right quantities. The contractor must be able to prove to the EEA that this training has been given;
- Cleaning products must preferably be concentrated and packaged in recyclable or re-usable containers which come with a measuring device. The appropriate quantities to be used must be shown on the packaging along with instructions for use. Instructions for use must be shown on the labels;
- Office waste must be collected and sorted correctly. All waste (including glass and plastic bottles and jars as well as flattened cardboard boxes) has to be taken to the containers in the Agency's backyard;
- Any waste cleaning products which are toxic must be treated as hazardous waste;
- The contractor must, as far as possible, use cleaning products which carry the EU Ecolabel or equivalent (<http://ec.europa.eu/ecat/>);
- The contractor must, as far as possible, minimise the level of energy consumption during its work.
- The contractor is responsible for performing the services stipulated in the contract in a manner which will not impede the smooth running of EEA's operations and infrastructure.
- The contractor must take every precaution to avoid damage to buildings and property and must immediately report any anomalies which are potentially damaging to persons, premises and property of any kind.
- Services must be performed under the contractor's responsibility and direction, in accordance with the cleaning instructions in these tender specifications.

### **7.5 Security**

The staff of the contractor shall follow strictly all instructions from the security staff at the EEA, and paying attention to avoid triggering false alarms. In case of repeated non-compliance with the instructions given, the cost of a false alarm amounting to approximately EUR 93 (excl. VAT) would be charged to the contractor.

In addition, the staff and the contractor shall comply with all the obligations specified in EEA facility management procedures and respect all EEA internal regulations and procedures concerning safety and security. Prior to start performing the requested cleaning services, the contractor shall consult these regulations and procedure and provide evidence thereof.

For the sake of security purposes, the contractor shall, furthermore, provide EEA with a list giving the name and address of the staff proposed to perform the services and notify in advance and in writing any changes to this information.

The contractor undertakes to use as far as possible the same members of its staff for the office cleaning services throughout the contract period

The EEA will, at its earliest convenience, issue entry permits enabling the staff of the contractor to have access to the buildings covered by this contract.

Each person will be given a photo ID badge which he/she must wear in a visible manner whilst in the buildings. Badge holders must abide by all instructions given by EEA. The EEA reserves the right to deny entry, for their own reasons, to anyone acting for the contractor. Persons who are not part of the cleaning staff may not enter the building including children and other family members of the cleaning staff.

All workers, overseers, instructors and other persons acting for the contractor must sign in, whenever they enter or leave the building, in an ad hoc register left at the reception.

#### **7.6 Other requirements**

After the end of the daily cleaning, staffs of the contractor are required to:

- Ensure that the windows are closed;
- Turn off the lights;
- Close the doors to the offices;
- Ensure that the taps in WCs and the kitchen/kitchenettes are closed;
- Put back into place the furniture or objects that have been moved and move tableware from meeting desks to kitchenettes e.g. cups, glasses, etc....

The contractor is requested to ensure necessary work wear and safety equipment for the staff performing the cleaning services.

The contractor shall draw up and supply standard monthly timesheets and daily attendance tables showing the number of hours worked by his staff.

EEA and the contractor will hold meeting on a monthly basis to review the performance of the services and, based on recommendations put forward, agree on any necessary actions.

The contractor shall monitor, supervise and organise the cleaning services (e.g. schedule, tasks, etc...) in accordance with the frequency specified in annex 8.

#### **8. Performance of the services**

The scheduled cleaning (see annexes 7 and 8) shall mainly be performed outside working hours, i.e. from 18h00 to 07h00, and on Saturdays and Sundays and on EEA public holidays upon request. Cleaning of meeting rooms, corridors and staircases can be done both, within or outside working hours.

A part from the scheduled cleaning extra cleaning can be ordered both, within and outside working hours.

#### **9. Visit to the Agency**

A presentation of the EEA premises will take place on **10/07/2012 at 15:00**. Against signature of declarations of confidentiality, one set of drawings of facilities will be provided as hand-outs during the tour of the buildings. The interested bidders are requested to inform the procurement services of EEA at least 24 hours in advance by email to [procurement@eea.europa.eu](mailto:procurement@eea.europa.eu).

#### **10. Type and volume of contract**

The successful tenderer will be awarded a framework service contract for an initial period of 24 (twenty four) months, starting from the date of signature, with the possibility of 2 (two) renewals for 12 (twelve) months each. The services will be implemented through order forms depending on the EEA's demand. Based on EEA's current level of activities the estimated total value of the contract ranges between EUR 800.000 and EUR 1.000.000 over a maximum period of 48 (forty eight) months covering all services specified above.

The current number of cleaning hours per day is 17, 5 hours shared, in average, by three cleaners. The current daily working time does include neither quality-control of the cleaning by the contractor's representative nor annual thorough cleaning and window polishing.

## 11. Price

Tenderers are required to quote prices for the services to be provided as follows:

- o Prices must be quoted per category of service as described under section 12.3.2. In the event of modification of the area for which cleaning services shall be provided, the price quoted will be adjusted accordingly on a pro rata basis.
- o Prices quoted must be **all-inclusive** (see section 12.3.2) and expressed in **euro**, including for tenderers established in countries that are not part of the euro zone. For tenderers in countries that do not belong to the euro zone, the price quoted may not be revised in line with exchange rate movements. It is for the tenderers to select an exchange rate and assume the risks or the benefits deriving from any variation.
- o No additional expenses incurred in the performance of the services will be reimbursed separately by EEA. For instance, travel time and costs incurred during the journey to EEA are not reimbursed to the contractor.
- o The price quoted must be fixed and not subject to revision during the first year of duration of the contract.

From the beginning of the second year of duration of the contract, 80% of each price may be revised upwards or downwards each year, where such revision is requested by one of the contracting parties by registered letter no later than three months before the anniversary of the date on which it was signed.

The EEA shall purchase on the basis of the price in force on the date on which orders are signed. Such prices shall not be subject to revision.

The revision shall be determined by the trend in the harmonised indices of consumer price (HICP) published by the European Commission on Eurostat web page at [http://epp.eurostat.ec.europa.eu/portal/statistics/search\\_database](http://epp.eurostat.ec.europa.eu/portal/statistics/search_database) (Theme 2 – Economy and Finance; Price; HICP – Harmonised Indices of Consumer Prices; HMIDX – Monthly data (index); GEO – Euro area (EA11-2000, EA12-2006, EA13-2007, EA15-2008, EA-16-2010, EA17); COICOP – cp00).

Revision shall be calculated in accordance with the following formula:

$$Pr = Po \times (0,2 + (0,8 \times Ir/Io))$$

Where:

Pr = revised price;

Po = price in the original tender;

Io = index for the month in which the validity of the tender expires;

Ir = index for the month corresponding to the date of receipt of the letter requesting a revision of prices.

Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Union and the Headquarters Agreement between EEA and the Government of Denmark of 17 August 1995, EEA is exempt from all charges, taxes and dues, including value added tax; such charges may not therefore be included in the calculation of the price quoted; the VAT amount must be indicated separately.

The costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.



## 12. Criteria

### 12.1. Exclusion criteria

#### 12.1.1. Exclusion from participation and award in the procurement procedure

To be eligible to participate in this contract award procedure, tenderers must not be in any of the exclusion situations referred to in Articles 93 and 94 of the Financial Regulation applicable to the general budget of the European Union<sup>3</sup>.

#### 12.1.2. Evidence to be provided by the tenderers

When submitting their bids, each tenderer (including subcontractor(s) or any member of a consortium) must provide a declaration on their honour in accordance with the form attached as annex 2, duly signed and dated, stating that they are not in any of the situations mentioned under paragraph 12.1.1 above.

If awarded the contract, the tenderer, prior to signature of the contract, will be required to provide the evidence specified in the penultimate paragraph of the declaration of honour (annex 2).

### 12.2. Selection criteria

#### 12.2.1. Legal capacity

Any tenderer is required to prove that he is authorised to perform the contract under national law, as evidenced by inclusion in a trade or professional register, or a sworn declaration or certificate, membership of a specific organisation, express authorisation, or entry in the VAT register. To that effect, each service provider (including subcontractor(s) or any member of a consortium) is required to submit a legal entity form (see annex 3) duly filled out and signed, accompanied by a copy of inscription in trade register and/or a copy of inscription in VAT register, where applicable. However the subcontractor(s) shall not be required to fill in or provide those documents when the services represent less than 20 % of the contract.

#### 12.2.2. Economic and financial capacity

Evidence of economic and financial capacity shall be furnished by **(one or more of)** the following documents:

- o appropriate statements from banks or evidence of professional risk indemnity insurance;
- o the presentation of balance sheets or extracts from balance sheets for at least the last two years for which account have been closed, where publication of the balance sheet is required under the company law of the country in which the economic operator is established;
- o a statement of overall turnover and turnover concerning the services covered by the contract during the last two financial years.

If, for some exceptional reason, which the EEA considers justified, a tenderer is unable to provide the references requested above, he may prove his economic and financial capacity by any other means which the EEA considers appropriate.

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 it has with them. It must in that case prove to the EEA that it will have at its disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at its disposal.

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<sup>3</sup> Council Regulation (EC, Euratom) No 1602/2002 of 25.6.2002, OJEU L 248/1 of 16.9.2002 as modified by Council Regulation (EC, Euratom) No 1995/2006 of 13.12.2006, OJEU L 390/1 of 30.12.2006.

### 12.2.3. Technical and professional capacity

Tenderers should show their degree of technical and professional capacity to carry out the requested tasks and services by providing information on the criteria described below. If several service providers or subcontractors are involved in the tender, the selection criteria for the technical and professional capacity will be assessed in relation to the combined capacities of the service providers and/or subcontractors, as a whole, to the extent that service providers and/or subcontractors put their resources at the disposal of the tenderer for performance of the contract.

#### o **Human resources:**

Tenderers shall provide the following documents:

CVs detailing the educational and professional qualifications of the firm's managerial staff as well as those of the staff designated to provide the services indicating the required professional experience as follows:

- **Managerial staff:** Minimum 1 CV (contract manager and/or team leader supervising the cleaning staff on site) documenting a minimum of 3 years' relevant experience;
- **Persons providing the services (cleaning staff):** Minimum 3 CV(s) documenting at least 1 year relevant experience and statement of language skills;

#### o **Past contracts:**

Tenderers shall provide a list of similar services provided in the past three years, indicating the value, dates and recipients of the services (public or private);

#### o **Environmental policy:**

Tenderers shall provide a description of their environmental policy specifying the status of implementation. In the event of a joint offer submitted by a consortium, **each member** of the consortium shall provide the requested description.

### 12.3. Award criteria

The assessment method that will be used to determine the choice of the tender will be based on the criteria given below, on the basis of the economically most advantageous tender in terms of:

- o The quality of the tender (Technical merit – TM)
- o The financial value of the tender (Price – P)

#### 12.3.1. Technical merit (TM) (max. 40, min. 25 points)

Tenders will be evaluated following the award criteria and weights outlined below, producing a total potential score of 40 points.

Tenderers shall elaborate on all criteria referred to below in order to score as many points as possible. The mere repetition of mandatory requirements set out in these tender specifications, without going into details or without giving added value, will only result in a low score. If essential elements of these tender specifications are not expressly addressed in the tender, EEA may decide to give a zero mark for the relevant quality criteria.

No	Award criteria	Maximum points (40)	Minimum points (25)
1	<p><b><i>Understanding of the level of services to be carried out including the quality of the services and management approach in terms of organisation, flexibility and service orientation</i></b></p> <p>Tenderers will be assessed in terms of their overall quality, completeness and presentation.</p> <p>Tenderers shall provide a short description (max. 5 A4 pages) of how the required cleaning services will be provided beyond the mandatory requirements set under section 7 above, including <i>inter alia</i> a description of their staffing structure including back-up, the cleaning operational materials (excluding products) to be employed for performing the services, and the measures employed to ensure the quality of the services</p> <p>Tenderers shall also elaborate on the provision of the service in terms of contract management, responsiveness and interaction with EEA, adaptability to specific services and proposed approach to ensure continuous customisation of the services to meet EEA's requests, beyond the mandatory requirements set under section 7 above.</p>	30	18
2	<p><b><i>Environmental and security requirements</i></b></p> <p>Tenderers will be assessed in terms of the degree of compliance with the EEA environmental policy and the level of ambition to reduce the environmental impacts of the requested cleaning services, as documented in a short description (max. 3 A4 pages) of how the tenderer will minimise the environmental footprint of the cleaning services, including <i>inter alia</i> a description on how to optimise use of water and energy and minimise waste, a presentation of the proposed cleaning products and consumables, and a description of their health and safety policy and the systems and procedures applied for making sure employees are safe at work</p>	10	7

Only tenders which obtain the indicated minimum number of points, both for each award criterion and in total, will be considered for the next stage, which involves determining the financial value of the tender and for the final assessment.

#### **12.3.2. Price (P) (max. 60 points)**

Tenderers are requested to submit a financial offer giving the **all-inclusive** (i.e. include all relevant costs and all expenditure (e.g. management and administrative costs, travel costs, etc...)) average price in **euro** for the following services:

Services	Price (EUR)	Weighting
P <sub>1</sub>	<b>Monthly all-inclusive price</b> for performance of all the scheduled services described in annexes 7 and 8	80%
P <sub>2</sub>	<b>Monthly all-inclusive price</b> for operational material needed for the scheduled services	10%
P <sub>3</sub>	<b>Hourly all-inclusive price (price per person and per hour worked)</b> for performance of additional cleaning or dishwashing tasks requested by the EEA project manager	10%

Remarks:

P<sub>3</sub>: Where appropriate, tenderer shall specify a split between “*within*” and “*outside*” working hours. For the purpose of comparison of tenders, an average will be used.

For each category above, tenders meeting all mandatory requirements including the minima for technical merit will score points in function of the following formula  $P_s = (P_{s_{min}}/P_{s_0}) \times 60 \times$  weighting percentage, where

$P_s$  = Score for price of service

$P_{min}$  = the lowest price offered among the tenders received

$P_0$  = the price of the tender being considered

60 = the maximum number of points that can be awarded under this award criterion

Price (P) is the sum of the three  $P_s$

For that purpose, tenderers shall complete the price quotation attached as annex 5 to these tender specifications. Tenderers shall bear in mind that all fields are compulsory and non-compliance will lead to exclusion of the tender from the award process.

### 12.3.3. Final Assessment

A framework contract will be awarded to the tenderer whose tender achieves the highest total score for technical merit and price (TM + P). Should tenders obtain the same final score and tie for first place, the winning tender will be decided on the basis of the highest score achieved for price.

### 13. Performance

Once a framework contract has been signed the contractor must be able to offer staff with the required skills and experience to perform the requested services within maximum 10 (ten) calendar days after having received an order form.

EEA maintains the right to refuse any person if performance is not satisfactory.

Competence in both selection and award criteria must be maintained throughout the framework contract. Should the contractor fail to do this during the validity of the framework contract, another vender from the tenders may be chosen.

### 14. Environmental Considerations

In drawing up their bid tenderer should bear in mind the provisions of the EEA environmental policy attached to these tender specifications (annex 10).

The EEA runs a certified environmental management system (EMAS) and aims to minimise the environmental impact of all its activities, including those carried out under contract. The future contractor will, therefore, be requested to consider the EEA environmental management guidelines in the implementation of the contract, in particular, those relating to business travel/electronic means of communication, paper and energy consumption. Further information on the EMAS system can be found on the EEA homepage: <http://www.eea.europa.eu/documents/emas>.

Moreover, it is strongly recommended that tenders are submitted in an environmentally friendly way, e.g., by choosing a simple and clear structure (list of contents and consecutive page numbering), double-sided printing, limiting attachments to what is required in the technical specifications (no additional material) and avoiding plastic folders or binders.

## **15. Annexes**

Annex 1: Tender submission form

Annex 2: Declaration on exclusion criteria

Annex 3: Legal entity form

Annex 4: Financial identification form

Annex 5: Price quotation

Annex 6: Draft framework contract and draft order form

Annex 7: Cleaning tasks

Annex 8: Description of EEA premises with indication of programme code for cleaning of inside areas

Annex 9: EEA official holidays 2013

Annex 10: EEA Environmental Policy

