



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

Reference: Open call for tenders EEA/OSE/14/003

Closing date: 05.06.2014

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 2009¹.

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 33 member countries (the Member States of the European Union, Iceland, Liechtenstein, Norway, Switzerland and Turkey).

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>

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 tender reference No **EEA/OSE/14/003**
- The contract title ***“Provision of cleaning services”***
- 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)

¹ OJEU L 126 of 21.5.2009, p. 13.

- 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. Envelopes 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(s) 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 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 official languages of the European Union, **preferably in Danish or English** (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 their 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 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 tenders is open on equal terms to all natural and legal persons from one of the 33 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 agreement².

As proof of eligibility tenderers must indicate in the tender submission form (see annex 1) 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 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

² At this point in time, tenderers established in one of the following countries are eligible: EEA member countries, i.e. EU-28, Iceland, Liechtenstein, Norway, Switzerland and Turkey; and under the stabilisation and association agreements: Former Yugoslav Republic of Macedonia, Albania, Montenegro.

under sections 12.1 and 12.2 below. Therefore, each member of a consortium shall specify his role, qualifications and experience.

4.3. Subcontracting

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).

Legal persons must provide a document containing a list of the professional qualifications of the subcontractors and statement of the means of confidentiality when subcontractors are used. If awarded the contract, the contractor may not choose subcontractors other than those mentioned in the bids unless he obtains the prior written authorisation of the EEA. The overall responsibility of the work remains with the contractor.

Tenderers shall acknowledge (see annex 1) that the EEA reserves the right to request them at a later stage to provide documentation in relation to exclusion and selection criteria for any proposed subcontractors (see sections 12.1 and 12.2 below).

If awarded the contract, the contractor 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 order form attached to these tender specifications (annex 6).

6. Subject of contract

6.1 Purpose and scope of the contract

The purpose of the framework contract is to provide EEA with cleaning services at Kongens Nytorv 6 and 8, 1050 Copenhagen K, Denmark, covering a total area of 9940 m² (7200 m² for KN6 and 2740 m² for KN8).

The EEA pays attention both to ergonomic, environment-friendly cleaning and result-oriented quality cleaning that allows for varying needs of services depending on the area concerned.

6.2 Description of the required cleaning services

The cleaning services to be provided and their frequency are described in annexes 7 and 8 respectively.

In addition, the contractor shall provide operational material as well as all the cleaning supplies (e.g. detergent, glass cleaner, disinfectant, polish etc.) and supply and distribute all consumables (e.g. toilet rolls, paper towels, soap, garbage disposal bags etc.) 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 (plus lunch) between 07h00 and 20h00. On average, it is estimated that most staff have left the premises before 18h00. The

official EEA holidays amount to approximately 17 days/year. The schedule of EEA public holidays in 2014 is attached as annex 9.

7. General obligations of the contractor and mandatory requirements

7.1 Cleaning supplies and operational material

The contractor shall use appropriate CE certified detergents for the cleaning services. Ecological/biodegradable cleaning supplies and products should be used whenever possible (see also sections 7.2 and 7.3 below).

Only the products listed in the contractor's offer (or their equivalent) must be used for the duration of the contract, unless agreed otherwise in writing with the Agency.

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

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

- trolleys and carts equipped with a wide range of cleaning materials; and strong enough to bear for example, the weight of various items of cleaning equipment and waste containers
- vacuum cleaners
- carpet cleaning machines
- floor sweepers
- telescopic ladders and danger signs
- buffers, brooms, brushes, mops, buckets, etc.
- hygienic disposal boxes for sanitary pads and paper towels for mixed toilets (to fit into existing holders); soap; toilet rolls; rubbish bags etc.
- environment-friendly cleaning products and detergents
- any other operational material that might be necessary for professional cleaning.

7.2 Consumables

Consumables will be selected in cooperation with the EEA project manager and will be reimbursed based on the actual cost against proof of purchase. The following consumables should be checked, and where necessary provided/replaced on a daily basis:

- toilet deodorants and brushes
- toilet rolls: soft quality
- paper hand towels (fit to existing holders)
- soap foam hand wash
- plastic bags for sanitary pads (fit to existing holders)

- plastic bags for rubbish
- cleaning tabs, salt, and rinse aid for two dish washers
- dish-washing products, washing-up liquid, detergents, dish cloths, paper hand towels (fit to existing holders) kitchen rolls, dish towels etc.

At the end of each month, the contractor must provide EEA with a list of consumables used and carry out a stock-check with a member of EEA staff to determine what items need to be re-stocked.

7.3 Environmental, safety and health requirements

The contractor shall comply with the Environment management system of the Agency³ and strive to save water and electricity consumption and to disperse waste correctly. The contractor shall also comply with the European and national rules on environmental protection, safety and health.

For that purpose the contractor must adhere to the following:

- The contractor shall provide a list of all the products to be used together with a 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 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, 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 may 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.
- The contractor must ensure that waste pre-sorted by EEA staff (including paper, glass, plastic flattened cardboard boxes etc) is emptied into the correct container in the Agency's courtyard.
- Any waste cleaning products that 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 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.

³ www.eea.europa.eu/about-us/emas

- 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.

7.4 Security

The staff of the contractor shall follow strictly all instructions from the security staff at the EEA, 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) will be charged to the contractor.

In addition, the staff of 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 providing the requested cleaning services, the contractor shall consult these regulations and procedures and provide evidence thereof.

Furthermore, the contractor shall provide cleaning staff with company uniforms and provide EEA with a list of the names and addresses of the staff proposed to perform the services. EEA shall be notified in writing in advance of any changes to this information. Failure to do so may result in refusal of entry to Agency premises by EEA security staff.

The contractor undertakes to use as far as possible the same members of its staff for the office cleaning services throughout the full contract period. Evidence of clean police record for all involved staff shall be provided.

The EEA will issue entry permits enabling the reported/registered 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. Persons who are not part of the cleaning staff - including children and other family members of the cleaning staff - may not enter the building.

All workers, overseers, instructors and other persons acting for the contractor must sign in a register at EEA reception, whenever they enter or leave the building. This register will be used by the Agency as supporting documentation to monthly invoices.

7.5 Other requirements

After the end of the daily cleaning, cleaning staff are required to:

- ensure all 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 furniture or objects that have been moved back into place and move tableware (e.g. cups, glasses etc.) from meeting desks to kitchenettes/the staff canteen as appropriate.

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

The contractor shall draw up and submit standard monthly timesheets and daily attendance tables showing the number of hours worked by the cleaning staff and describing the tasks undertaken/services provided. Checklists demonstrating that the service has been provided, shall be put up in relevant areas in agreement with the EEA project manager. They shall be signed and dated by the employee carrying out the work.

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

Once a week, one of the contractor's delegated employees shall supervise the cleaning on-site and otherwise 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 minimum time to be used for cleaning is estimated to be 125 hours per week, which should as a rule be shared by five cleaners working five hours per day from 17:30 to 22:30, Monday to Friday. This does not include either quality-control of the cleaning by the contractor or annual thorough cleaning and window polishing described in Annex 8.

Apart from the scheduled cleaning, extra cleaning can be ordered both within and outside working hours by the concerned EEA Project Manager.

9. Visit to the Agency

A presentation of the EEA premises will take place on **14 May 2014 at 14:00 pm** and is compulsory for anyone submitting an offer. Non-attendance will automatically exclude a tenderer from the award process. Against signature of declarations of confidentiality, one set of drawings detailing the EEA facilities will be provided as hand-outs during the tour of the buildings. Bidders are requested to inform EEA procurement services in advance of the name of the representative(s) attending the presentation on their behalf, by Monday 12 May 2014 at 17:00 at the latest by email to 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 12 (twelve) months from the date of signature of the contract, with the possibility of 3 (three) renewals of 12 (twelve) months each. The services will be implemented through order forms depending on the EEA's demand. 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.

11. Price

Tenderers must quote prices as follows, based on the written description of the services in this call. The floor drawings (see Annex 11) are for guidance purposes only.

- 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.
- Prices quoted must be **all-inclusive**, except that the Agency will reimburse the actual cost of the consumables. Prices shall be expressed in **euro**, also for tenderers 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.

- 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.
- 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 (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 106 and 107 of the Financial Regulation applicable to the general budget of the European Union⁴.

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 his honour in accordance with the form attached as annex 2, duly signed and dated, stating that he is 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 to be provided represent less than 20 % of the contract's value.

12.2.2. Economic and financial capacity

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

- appropriate statements from banks or evidence of professional risk indemnity insurance;
- the presentation of balance sheets or extracts from balance sheets for at least the last two years for which accounts 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;

⁴ Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council of 25.10.2012 on the financial rules applicable to the general budget of the Union and repealing Council Regulation (EC, Euratom) No 1605/2002, OJ L 298/1 of 26.10.2012.

- 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.

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.

Tenderers shall provide:

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

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:

- The quality of the tender (Technical merit – TM)
- 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.

No	Award criteria	Maximum points (40)	Minimum points (25)
1	<p><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></p> <p>Tenders will be assessed in terms of their overall quality, completeness and presentation.</p> <p>Tenderers shall provide a description (max. 5 A4 pages) of how the required cleaning services will be provided beyond the mandatory requirements set out under section 7 above, including <i>inter alia</i> a description of their staffing structure including back-up, the cleaning operational materials to be employed for performing the services, and the measures taken 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 out under section 7 above.</p>	30	18
2	<p><i>Environmental and security requirements</i></p> <p>Tenderers will be assessed in terms of the degree of compliance with the EEA environmental management system and the level of ambition to reduce the environmental impacts of the requested activities as documented in a 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

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.

Only tenders which obtain the indicated minimum number of points for each award criterion as well as 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 (annex 5) giving the **all-inclusive** (i.e. include all relevant costs and all expenditure (e.g. management and administrative costs, travel costs, etc.) with the exception referred to in section 7.2 above as regards consumables) average price in **euro** for the following services:

Services		Price (EUR)	Weighting
P ₁	Monthly all-inclusive price for performance of all the scheduled services described in annexes 7 and 8 including cleaning supplies and operational material.		90%
P ₂	Hourly all-inclusive price per person and per hour worked for performance of additional cleaning or dishwashing tasks requested by the EEA project manager.		10%

For each category above, tenders meeting all mandatory requirements, including the minima for technical merit, will score points in function of the following formula:

$$P_s = (P_{s_{min}}/P_{s_0}) \times 60 \times \text{weighting factor, where}$$

P_s = Score for price of service

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

P_{s_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 two 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 tenderers 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 5 - 10 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, EEA reserves the right to terminate the contract and/or to choose another vendor from the tenders.

14. Environmental considerations

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, water, energy consumption and waste generation and sorting for disposal. Further information on the EMAS system can be found on the EEA web site, at www.eea.europa.eu/about-us/emas.

In drawing up their bid tenderers should bear in mind the provisions of the environmental management system. It is strongly recommended that tenders are submitted in an environment-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 2014

Annex 10: Floor drawings of the premises (to be distributed during tour of buildings)