

## Tender specifications

### Attached to the Invitation to tender

**Invitation to tender no. EMSA /OP/08/2016 for the Provision of Cleaning services for the premises of the European Maritime Safety Agency (EMSA – Lot 1) and the European Monitoring Centre for Drugs and Drug Addiction (EMCDDA – Lot 2) in Lisbon, Portugal**

#### 1. Introduction

The European Maritime Safety Agency (EMSA) was established under Regulation (EC) No 1406/2002 of the European Parliament and of the Council<sup>1</sup> for the purpose of ensuring a high, uniform and effective level of maritime safety. More information is available at: <http://emsa.europa.eu>.

The European Monitoring Centre for Drugs and Drug Addiction (EMCDDA) was established by Council Regulation (EEC) No. 302/93 of 8 February 1993, as recasted by Regulation (EC) No. 1920/2006 of the European Parliament and of the Council of 12 December 2006. The EMCDDA is the central reference point for drug information in the European Union. More information is available at: <http://www.emcdda.europa.eu>.

#### 2. Objective, scope and description of the contracts

The objective of this tender is to select a suitable contractor(s) to provide professional cleaning services for the premises of EMSA and EMCDDA located in Praça Europa, Lisbon (Portugal).

EMSA's premises consist of two buildings:

- Headquarters (including underground parking);
- Conference Centre.

EMCDDA's premises consist of two buildings:

- Headquarters (including underground parking);
- Palacete Relógio building

Please refer to **Appendix 1** regarding the description of the surface area of the EMSA and EMCDDA premises.

The tender is divided into two lots and shall result in the award of two separate contracts, one contract per each Lot. The contract (framework service contract) for Lot 1 shall be signed between the winning tenderer and EMSA, while the contract (service contract) for Lot 2 shall be signed between the winning tenderer and EMCDDA.

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<sup>1</sup> Regulation (EC) No 1406/2002 of the European Parliament and of the Council of 27 June 2002 establishing a European Maritime Safety Agency (OJ L 208, 5.8.2002, p.1.).

## 2.1. Services to be provided

### 2.1.1. LOT 1: Framework service contract managed by EMSA for the provision of cleaning services for the EMSA premises

The contractor shall provide the below envisaged services:

- Regular cleaning and additional on call basis cleaning services of the Headquarters and Conference Centre;
- On-site supplementary daily cleaning piquet services;
- Pest control services in order to manage and eliminate any pest problems;
- Provision of all cleaning supplies and operational materials;
- Provision and distribution of all consumable supplies;
- Monitor, supervise and organise cleaning services (e.g. schedule, labour).

#### **Cleaning services**

All cleaning services are to be provided in such a way as not to impede the proper functioning of the Agency. All cleaning services are to be performed Monday to Friday during the morning, i.e. the daily cleaning should be completed by 8.30AM at the latest. The definitive cleaning schedule shall be agreed between parties following the signature of the contract. The cleaning working schedule may be reviewed each time EMSA operations require it.

During EMSA holidays and weekends, cleaning services shall only be performed upon request. EMSA public holidays shall be communicated to the contractor every year.

Please refer to the **Appendix 2: EMSA & EMCDDA Public Holidays for 2017**.

Regular cleaning services are to be performed at the EMSA Headquarters and EMSA Conference Centre, the contractor will assure the service level at all time including staff holidays, by finding temporary staff for replacement.

The contractor shall be required to perform special cleaning services for skylight, ceiling wash, cafeteria, kitchen and external glazed parts 3m above ground.

In addition to the regular cleaning of the EMSA Conference Centre, the contractor may be required to perform extra cleaning services on an *ad hoc* basis.

The piquet services shall perform supplementary daily cleaning services during the working hours of the Agency, i.e. 09.00 – 18.00, Monday to Friday, by cleaning staff that shall be responsible for the maintenance cleaning in the sanitary facilities, kitchenettes, corridors and additional cleaning of other areas within the two buildings upon EMSA's request. Furthermore, the piquet service staff shall occasionally perform additional services as described in Appendix 3 (Section E/E2).

All of the above services are described in **Appendix 3: Cleaning services and schedules**.



The contractor is expected to perform the contract in an environmentally sound way. In this respect the contractor shall:

- Provide efficient work instructions for the cleaning personnel in order to ensure that excessive cleaning does not occur;
- Opt for decreased use/quantity of cleaning products used yearly through reviewing cleaning plans and techniques, while ensuring that the quality of the service does not suffer;
- Optimise the range of cleaning products used (in order to ensure that cleaning products are not used more frequently than needed or their usage has become unnecessary);
- Provide the cleaning personnel with proper training with regards recommended dosages to be used, "critical dilution volume" of the cleaning products, information on waste management, etc.
- Use dry cleaning methods for flooring.

Additional points shall be awarded for the following advantageous features:

- Use of environmentally friendly cleaning techniques.

Please refer to **Appendix 3**: Cleaning services and schedules.

#### **Cleaning supplies, consumable supplies and operational materials**

The contractor shall provide all cleaning supplies, consumable supplies and operational materials needed for the performance of the cleaning services.

**Cleaning supplies** shall include detergents for all required cleaning services including microwave cleaners, glass cleaner, disinfectant, polish.

The Agency requires that the cleaning supplies are ecological/biodegradable and environmentally friendly in accordance with the applicable Eco-Labels.

In this respect:

- The contractor shall aim to use cleaning products containing substances derived from renewable sources;
- The contractor shall use cleaning products plant based as much as possible;
- The contractor shall avoid using products containing certain hazardous substances such as non-biodegradable surfactants, builders, phosphorus, VOC, chlorine and biocides;
- The contractor shall supply all products compatible with applicable Eco-Labels, OECD 301B, UE EC 648/2004 or equivalent;
- All products shall be delivered with clear dosing instructions – all personnel shall have access to dosage devices or measuring beakers to ensure correct dosage;
- Packaging of all cleaning products shall respect the EU Ecolabel criteria for packaging or equivalent and the cardboard packaging shall consist of > 80% recycled materials.

**Operational materials:**

In order to properly perform the required services, operational materials similar to the following shall be used:

- Equipped trolleys;
- Mop cleaner machine;
- Vacuum cleaners;
- Wet & Dry vacuum cleaner;
- High pressure washer;
- Carpet and floor wash machines (light & heavyweight);
- Industrial floor wash machine ( to be used in the parking);
- Telescopic ladders for window cleaning;
- Buffers, brooms, mops, buckets etc.;
- Reusable microfiber cloths;
- Any other operational material that might be necessary for performing the professional cleaning services.

**Consumable supplies:**

The contractor shall provide biodegradable and environmentally friendly consumables, in accordance with the applicable Eco-Labels, OECD 301B, UE EC 648/2004 or equivalent.

The consumables required on a daily, monthly and biannual basis (as appropriate) are the following:

- Toilet deodorants (monthly replacement);
- Toilet rolls: 2 layer soft quality;
- Paper towels: folded paper sheets, disposable, bleached white to fit existing holders, should be highly absorbent, soft to the touch (to be used in Bathrooms and Kitchenettes);
- Liquid hand wash: Neutral pH, containing lanolin or equivalent. Products containing harsh chemicals are not acceptable;
- Liquid soap;
- Detergent for dish washers;
- Dishwashing liquid;
- Descaling liquid for kettles;
- Descaling liquid for dishwashers;
- Microwave cleaners;
- Disinfectant hand gel;
- Disinfectant wet towels for MSS room;
- Garbage bins (colours of provided plastic bags for the garbage bins should be: blue, green and yellow in order to serve recycling purposes);
- Plastic bags for shredders;
- Disposal boxes to contain sanitary pads (monthly replacement);
- Nets for urinals (biannual replacement);
- Paper cover for toilets.

**2.1.2. LOT 2: Service contract managed by EMCDDA for the provision of cleaning services for the EMCDDA premises**

The successful contractor shall provide the below envisaged services:

- Regular cleaning services of the EMCDDA Headquarters and Palacete Relogio building;
- An on-site supplementary daily cleaning piquet service;
- Pest control services in order to manage and eliminate any pest problems;



- Provision of all cleaning supplies and operational materials;
- Provision and distribution of all consumable supplies;
- Monitor, supervise and organise cleaning services (e.g. schedule, labour).

### **Cleaning services:**

All cleaning services are to be provided in such a way as not to impede the proper functioning of the Centre. All cleaning services for the EMCDDA Headquarters and the Palacete Relógio are to be performed Monday to Friday during the morning, i.e. the daily cleaning should be completed by 8.30 AM at the latest.

During Portuguese and EMCDDA holidays as well as weekends, with the exception of the working days between Christmas and New Year, cleaning services shall only be performed upon request. EMCDDA public holidays shall be communicated to the contractor every year following the signature of the contract.

Please refer to the **Appendix 2: EMSA and EMCDDA Public Holidays for 2017**

Regular cleaning services are to be provided for the EMCDDA Headquarters and Palacete Relógio are described in **Appendix 3: Cleaning services and schedules**.

The contractor shall be required to perform special cleaning services for the skylight, ceiling wash, external elevators and external glazed parts 3m above ground.

Supplementary daily cleaning services shall be performed during the working hours of the EMCDDA, i.e. 09.00 – 18.00, Monday to Friday, by cleaning staff who shall be responsible with the maintenance cleaning in the sanitary facilities, kitchens corridors and kitchenettes (washing of the towels in the kitchenettes is needed twice a week; one wash fills about one washing machine). Furthermore, the piquet service shall perform additional cleaning services of other areas within the three buildings upon EMCDDA's request.

All of the above services are described in **Appendix 3: Cleaning services and schedules**.

The costs for washing the towels of the EMCDDA's kitchenettes have to be included in the price for the Piquet.

### **Cleaning supplies, consumable supplies and operational materials**

The contractor shall provide all cleaning supplies, consumable supplies and operational materials needed for the performance of the cleaning services.

**Cleaning supplies** (e.g. detergent, glass cleaner, disinfectant, polish):

The Agency requires that the cleaning supplies are ecological/biodegradable and environmentally friendly in accordance with applicable eco-labels.

### **Operational materials:**

In order to fulfil the required services, the provision and the use of operational material by the contractor similar to the following should be used:

- Equipped trolleys;
- Vacuum cleaners;
- Carpet wash cleaners;
- Telescopic ladders for window cleaning;

- Buffers, brooms, mops, buckets etc.;
- Cleaning agents (ecological/biodegradable);
- Any other operational material that might be necessary for a professional cleaning.

#### **Consumable supplies:**

The contractor shall opt to provide ecological/biodegradable and appropriately labelled environmentally friendly consumables with "CE" certificates.

The consumables required on a daily basis are the following:

- Toilet deodorants;
- Toilet rolls: 4 layer soft quality;
- Paper towels: folded paper sheets, disposable, bleached white to fit existing holders. Should be highly absorbent, soft to the touch;
- Liquid hand wash: Neutral pH, containing lanolin or equivalent. Harsh chemicals are not acceptable;
- Plastic bags for sanitary pads and garbage bins (colours of provided plastic bags for the garbage bins should be: blue, green and yellow in order to serve recycling purposes);
- Plastic bags for shredders.

## **2.2 General conditions for both Lots**

### **2.2.1. Staff & practices**

All cleaning services shall be executed in a manner to ensure the highest safety & environmentally friendly practices (e.g. appropriate personal protection equipment, clear health & safety procedures, placement of danger signs for wet floors, ladders in use, use of environmental friendly products, etc.). Furthermore, in case of omission of any detail from the above specifications this should not be interpreted as a reason to reduce acceptable levels of service and only the best commercial practices shall be acceptable.

The contractor is responsible for carrying out the cleaning services as stipulated in **Appendix 3**.

The contractor shall provide, upon request, documentation proving the effective employment of the proposed cleaning personnel, as well as the existence of appropriate insurance arrangements for its staff and the payment of social security and other employment related contributions.

Full compliance of the contractor's working practices with the relevant Portuguese and European law is required. The contractor shall meet all applicable requirements imposed by the Portuguese and European Law relating to the provision of these services and related to the security and safety in working places, with particular reference to cleaning related risks.

The contractor shall assume full responsibility for the behaviour and performance of the contracted staff, in that respect the contractor shall make sure of the following:

- The cleaning personnel employed shall be qualified and experienced in the execution of the requested services;
- The cleaning personnel employed shall have no criminal record.



The contractor shall aim to use the same personnel for the office cleaning. Any changes regarding cleaning personnel should be communicated to EMSA/EMCDDA at least 24 hours before the introduction of the new personnel, for security clearance purposes.

The cleaning personnel shall upon entering or leaving the EMSA/EMCDDA premises sign a register placed for this purpose at the reception of EMSA/EMCDDA, wear a visible badge at all times and constantly wear a cleaning uniform when on the EMSA/EMCDDA premises.

Cleaning staff accessing the EMCDDA CCTV viewing areas need to sign a declaration of confidentiality provided by the EMCDDA.

### **2.2.2. Provision of pest control services**

The contractor shall perform pest control services. In providing these services, the contractor is expected to use modern pest management techniques in order to eliminate any and all pest problems. The contractor shall supply chemicals that are certified as environmental-friendly and must demonstrate compliance to environmental, safety and public health regulations.

### **2.2.3. Monitoring, supervision and organisation of the cleaning services**

The contractor shall appoint a supervisor for monitoring, supervising and organising the performance of the cleaning services.

The appointed person is expected:

- To have a thorough knowledge of the various cleaning tasks, equipment and materials;
- To be able to properly train and direct employees in their individual tasks;
- To implement an effective inspection and follow-up program in terms of cleaning and safety.
- To resolve any problem/issue related to the performance of the cleaning services on the spot and at any time.

The appointed supervisor shall be available to be contacted by the Agencies at any time during the working day. If absent, an alternate with the same qualifications shall be nominated.

Both Agencies shall be informed with regard emergency contact procedures for weekends and public holidays.

## **3. Contract management responsible body**

**Lot 1:** The European Maritime Safety Agency – Unit A.2.3, Facility & Logistics shall be responsible for managing the framework service contract.

**Lot 2:** The European Monitoring Centre for Drugs and Drug Addiction – the Infrastructure and Logistics Sector shall be responsible for managing the service contract.

## **4. Project Planning**

After the contract signature for each Lot, there shall be a kick-off meeting and following that a monthly meeting with the appointed supervisor, for cleaning and procedures evaluation.

## **5. Timetable**

Lot 1: The Framework service contract for Lot 1 shall be awarded for a period of 48 months. The estimated date for signature of the framework contract for Lot 1 is early December 2016.

After the signature of the Framework contract for Lot 1, a kick-off meeting shall be held in Lisbon, at the offices of EMSA, in order to settle all the details. It is expected that the contractor's manager and proposed supervisor, responsible for the service, shall be present at the meeting.

Lot 2: The service contract for Lot 2 shall be initially awarded for the duration of one year, renewable three times for periods of one year each. The implementation of the contract may not start before the date on which the contract enters into force. It is foreseen that the cleaning services for Lot 2 shall start as of first of January 2017.

After the signature of the service contract for Lot 2, a kick-off meeting shall be held in Lisbon, at the offices of EMCDDA, in order to settle all the details. It is expected that the contractor's manager and proposed supervisor, responsible for the service, shall be present at the meeting.

## **6. Estimated Value of the Contract**

Lot 1: The maximum budget available for this contract is EUR 500,000.00 excluding VAT for the maximum duration of the contract.

Lot 2: The maximum budget available for this contract is EUR 330,000.00 excluding VAT, for the whole contractual period.

## **7. Terms of payment**

Payments shall be issued in accordance with the provisions of **the draft framework service contract** with EMSA for Lot 1 and of **the draft service contract** with EMCDDA for Lot 2 available on the Procurement Section under the call to tender **EMSA/OP/08/2016** on EMSA's website ([www.emsa.europa.eu](http://www.emsa.europa.eu)).

## **8. Terms of contract**

In drawing up its bid, the tenderer should bear in mind the terms of the draft framework service contract for Lot 1 and of the draft service contract for Lot 2.

EMSA and EMCDDA may, before the contracts are signed, either abandon the procurement or cancel the award procedure without the tenderers being entitled to claim any compensation.

## **9. Financial guarantees**

N/A

## **10. Subcontracting**

If the tenderer intends to either subcontract part of the work or realise the work in co-operation with other partners he shall indicate in his offer which part shall be subcontracted, as well as the name and qualifications of the subcontractor or partner. It should be noted that the overall responsibility for the work remains with the tenderer.

The tenderer must provide required evidence for the exclusion and selection criteria on its own behalf and, when applicable, on behalf of its subcontractors. The evidence for the selection criteria on behalf of subcontractors must



be provided where the tenderer relies on the capacities of subcontractors to fulfil selection criteria<sup>2</sup>. The exclusion criteria shall be assessed in relation to each economic operator individually. Concerning the selection criteria, the evidence provided shall be checked to ensure that the tenderer and its subcontractors as a whole fulfil the criteria.

## 11. Requirements as to the tender

Bids can be submitted in any of the official languages of the EU. However, as the main working language of the Agency is English, bids should preferably be submitted in English and should in particular include an English version of the documents requested under points 14.5 and 15 of the present tender specifications.

The tenderer must comply with the minimum requirements provided for in these tender specifications. This includes compliance with applicable obligations under environmental, social and labour law established by Union law, national law and collective agreements or by the international environmental, social and labour law provisions listed in Annex X to Directive 2014/24/EU of the European Parliament and of the Council.<sup>3</sup>

The tenderer shall complete the Tenderer's Checklist.

If the tenderer intends to either subcontract part of the work or realise the work in co-operation with other partners (Joint Offers) he shall indicate it in his offer by completing the form "Information regarding joint offers and subcontracting".

The tender must be presented as follows and must include:

- a) **A signed letter** indicating the name and position of the person authorised to sign the contract and the bank account to which payments are to be made.
- b) **The Financial Form** completed, signed and stamped. This document is available on the Procurement Section (Financial Form) of EMSA's website ([www.emsa.europa.eu](http://www.emsa.europa.eu))
- c) **The legal Entity Form** completed, signed and stamped along with the requested accompanying documentation. This document is available on the Procurement Section (Legal Entity Form) of EMSA's website ([www.emsa.europa.eu](http://www.emsa.europa.eu))

Tenderers are exempt from submitting the Legal Entity Form and Financial Form requested if such a form has already previously been completed and sent either to EMSA or any EU Institution. In this case the tenderer should simply indicate on the cover letter the bank account number to be used for any payment in case of award.

**Part A:** All the information and documents required by the contracting authority for the appraisal of tenders on the basis of the points **10, 13, 14.2 and 14.6** of these specifications (part of the exclusion criteria).

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<sup>2</sup> To rely on the capacities of a subcontractor means that the subcontractor will perform the works or services for which these capacities are required.

<sup>3</sup> Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC (OJ L 94, 28.3.2014, p. 65).

**Part B:** All the information and documents required by the contracting authority for the appraisal of tenders on the basis of the **Economic and Financial capacity** (part of the Selection criteria) set out under point **14.4** of these specifications.

**Part C:** All the information and documents required by the contracting authority for the appraisal of tenders on the basis of the **Technical and professional capacity** (part of the Selection Criteria) set out under point **14.5** of these specifications.

**Part D:** All the information and documents required by the contracting authority for the appraisal of tenders on the basis of the **Award Criteria** set out under point **15** of these specifications.

**Part E:** Setting out **prices** in accordance with **point 12** of these specifications.

## **12. Price**

- a) Prices for the provision of cleaning services for the premises of the European Maritime Safety Agency and the European Monitoring Centre for Drugs and Drug Addiction must be all inclusive (including in particular pest control services, all types of cleaning services, all staff-related expenses - such as salaries of contracted personnel including social security contributions, holiday and sickness allowances, etc., insurance, cleaning and consumable supplies, cleaning equipment, operational materials, inspection and administrative costs).

For Lot 2 the costs for washing the towels of the EMCDDA's kitchenettes have to be included in the price for the Piquet services.

- b) Prices must be quoted in Euro.
- c) Prices must be fixed amounts, non-revisable and remain valid for the duration of the contract.
- d) Under Article 3 and 4 of the Protocol on the privileges and immunities of the European Union, EMSA is exempt from all duties, taxes and other charges, including VAT. This applies to EMSA pursuant to the Regulation (EC) No 1406/2002. These duties, taxes and other charges can therefore not enter into the calculation included in the bid. The amount of VAT must be shown separately.

## **13. Joint Offer**

Groupings, irrespective of their legal form, may submit bids. Tenderers may, after forming a grouping, submit a joint bid on condition that it complies with the rules of competition. Such groupings (or consortia) must specify the company or person heading the project and must also submit a copy of the document authorising this company or person to submit a bid.

Each member of the consortium must provide the required evidence for the exclusion and selection criteria. The exclusion criteria shall be assessed in relation to each economic operator individually. Concerning the selection criteria the evidence provided by each member of the consortium shall be checked to ensure that the consortium as a whole fulfils the criteria.

If awarded, the contract shall be signed by the person authorised by all members of the consortium. Tenders from consortiums of firms or groups of service providers, contractors or suppliers must specify the role, qualifications and experience of each member or group.

## **14. Information concerning the personal situation of the service provider and information and formalities necessary for the evaluation of the minimum economic, financial and technical capacity required**

### **14.1 Legal position – means of proof required**



When submitting their bid, tenderers are requested to complete and enclose the **Legal Entity Form** and requested accompanying documentation, available in the Procurement Section (Legal Entity Form) of EMSA's website ([www.emsa.europa.eu](http://www.emsa.europa.eu)).

#### 14.2 Grounds for exclusion - exclusion criteria

To be eligible to participate in this contract award procedure, a tenderer must not be in any of the following exclusion situations:

- a) it is bankrupt, subject to insolvency or winding up procedures, its assets are being administered by a liquidator or by a court, it is in an arrangement with creditors its business activities are suspended or it is in any analogous situation arising from a similar procedure provided for under national legislation or regulations;
- b) it is subject to a final judgement or a final administrative decision establishing that it is in breach of its obligations relating to the payment of taxes or social security contributions in accordance with the law of the country in which it is established, with those of the country in which the contracting authority is located or those of the country of the performance of the contract ;
- c) it is subject to a final judgement or a final administrative decision establishing that it is guilty of grave professional misconduct by having violated applicable laws or regulations or ethical standards of the profession to which the person belongs, or by having engaged in any wrongful conduct which has an impact on its professional credibility where such conduct denotes wrongful intent or gross negligence, including, in particular, any of the following:
  - i. fraudulently or negligently misrepresenting information required for the verification of the absence of grounds for exclusion or the fulfilment of selection criteria or in the performance of a contract;
  - ii. entering into agreement with other persons with the aim of distorting competition;
  - iii. violating intellectual property rights;
  - iv. attempting to influence the decision-making process of the contracting authority during the award procedure;
  - v. attempting to obtain confidential information that may confer upon it undue advantages in the award procedure ;
- d) it is subject to a final judgement establishing that the person is guilty of any of the following:
  - i. fraud
  - ii. corruption
  - iii. participation in a criminal organisation
  - iv. money laundering or terrorist financing
  - v. terrorist-related offences or offences linked to terrorist activities
  - vi. child labour or other forms of trafficking in human beings as defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council
- e) the person has shown significant deficiencies in complying with the main obligations in the performance of a contract financed by the Union's budget, which has led to its early termination or to the application of liquidated damages or other contractual penalties, or which has been discovered following checks, audits or investigations by an Authorising Officer, OLAF or the Court of Auditors;
- f) it is subject to a final judgement or a final administrative decision establishing that the person has committed an irregularity within the meaning of Article 1(2) of Council Regulation (EC, Euratom) No 2988/95
- g) for the situations of grave professional misconduct, fraud, corruption, other criminal offences, significant deficiencies in the performance of the contract or irregularity, the applicant is subject to:
  - i. facts established in the context of audits or investigations carried out by the Court of Auditors, OLAF or internal audit, or any other check, audit or control performed under the

- responsibility of an authorising officer of an EU institution, of a European office or of an EU agency or body;
- ii. non-final administrative decisions which may include disciplinary measures taken by the competent supervisory body responsible for the verification of the application of standards of professional ethics;
- iii. decisions of the ECB, the EIB, the European Investment Fund or international organisations;
- iv. decisions of the Commission relating to the infringement of the Union's competition rules or of a national competent authority relating to the infringement of Union or national competition law; or
- v. decisions of exclusion by an authorising officer of an EU institution, of a European office or of an EU agency or body.

### **14.3 Legal and regulatory capacity – Selection criteria**

14.3.1 Requirements: The tenderer must have the legal and regulatory capacity to pursue the professional activity needed for performing the contract.

- a) The tenderer must have the proper authorization/registration to perform the cleaning & pest control services required under this contract.

14.3.2 Evidence:

- a) Proof of registration for performance of cleaning & pest control services.

### **14.4 Economic and financial capacity – Selection criteria**

14.4.1 Requirements:

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

14.4.2 Evidence:

- a) Financial statements or their extracts for the three years for which accounts have been closed.
- b) Statement of the overall turnover and, where appropriate, turnover relating to the relevant services for the last: three financial years available.
- c) Tenderers are exempt from submitting the documentary evidence if such evidence has already been completed and sent to EMSA for the purpose of another procurement procedure and still complies with the requirements. In this case the tenderer should simply indicate on the cover letter the procurement procedure where the evidence has been provided.
- d) If, for some exceptional reason which EMSA considers justified, a tenderer is unable to provide one or other of the above documents, he may prove its economic and financial capacity by any other document which EMSA considers appropriate. In any case, EMSA must at least be notified of the exceptional reason and its justification in the tender. EMSA reserves the right to request at any moment during the procedure any other document enabling it to verify the tenderer's economic and financial capacity.<sup>4</sup>



#### 14.4 Technical and professional capacity – Selection criteria

##### 14.5.1 Requirements:

- a) The tenderer shall demonstrate its experience in the provision of same type of services, together with any available information on existing arrangements for the provision of comparable services for the last 2 years.
- b) The tenderer shall demonstrate its capacity to carry out the service in an environmentally sound manner. This must include evidence of the regular training of the staff on health, safety and environmental aspects of cleaning activities and evidence of compliance with environmental and health and safety obligations.

##### 14.5.2 Evidence:

- a) The tenderers shall provide a list of contracts for similar services concluded and performed in the last 2 years, specifying the private/public body to which the similar services were provided and the CV of the proposed supervisor who as a minimum requirement should have 2 years of experience in the field of activity comparable to that covered by this contract.
- b) The tenderer shall provide a full description of the cleaning equipment to be used for the provision of the cleaning services.
- c) An environmental management system (such as EMAS, ISO 14001 or equivalent) covering environmental working practices as laid down in the selection criteria above, shall be recognised as evidence of compliance, as shall other evidence of equivalent practices and measures.
- d) Valid certificate(s) must be provided for the cleaning and pest control services: **ISO 9001; ISO 14001; OHSAS 18001 or equivalent.**

#### 14.6 Evidence to be provided by the tenderers

For this purpose the Declaration of Honour available on the Procurement Section of EMSA's website ([www.emsa.europa.eu](http://www.emsa.europa.eu)) shall be completed and signed.

#### 15. Award criteria

The contract shall be awarded to the tenderer who submits the most economically advantageous bid (the one with highest score) based on the following quality criteria and their associated weightings:

1. Quality criterion 1 ( $W_1 = 30\%$ ) Quality of the cleaning method(s) to be used and structure of the proposed cleaning team.
2. Quality criterion 2 ( $W_2 = 10\%$ ) Quality of the products/consumables and materials proposed.
3. Quality criterion 3 ( $W_3 = 5\%$ ) Quality of the Pest Control work plan proposed.
4. Quality criterion 4 ( $W_4 = 5\%$ ) Environmentally friendly cleaning techniques proposed.

and the price criterion and associated weighting:

5. Price of the bid ( $W_{Price} = 50\%$ ).

The price of the bid shall be evaluated based on the sum of the total prices for the possible maximum duration of the contracts to be concluded (48 months), as presented in the Financial Proposal (Appendix 4).

- For the evaluation of Lot 1 – Lot 1 Scenario for evaluation:

**Total price for evaluation (excluding VAT)**

**Lot 1:**

Scenario for evaluation		Total Price in Euro/month
A	Regular cleaning services for EMSA Building	
B	Special cleaning services	
C	Net Price for regular cleaning services of Conference Centre	
D	Net Price for cleaning services for Conference Centre for on call basis (TOTAL for CC Price in Euro per 100 hours per person)	
E	Net Price for Piquet Service 1	
F	Net Price for Piquet Service 2	
G	Net Price for Piquet Service 3	
H	Price for Consumables	
<b>Total price per contract duration (i.e. 48 months)</b>		

- For the evaluation of Lot 2:

Scenario for evaluation		Total Price in Euro per 12 month contract
A	Regular cleaning services for EMCDDA Building (A1 to A8)	
	Special cleaning services for EMCDDA Building (A9 to A10)	
	Special cleaning services for EMCDDA Building (A11)	
B	Regular cleaning services for Palacete Relogio (B1 to B6)	
	Special cleaning services for Palacete Relogio (B7 to B8)	
	Special cleaning services for Palacete Relogio (B9 to B10)	
C	Net Price for Piquet Service	
D	Price for Consumables	
<b>Total price of the offer per contract duration (i.e. 12 months)</b>		

For all bids evaluators shall give marks between 0-10 (half points are possible) for each quality criterion.



The score is calculated as

$$S = SQ + SP$$

where:

The average quality for quality criterion  $i$  is

$$Q_i = \frac{1}{\text{number of evaluators}} * \sum_{\text{evaluator}} \text{mark of the evaluator for quality criterion } i$$

The overall weighted quality is

$$Q = \sum_i Q_i * W_i$$

The score for quality is

$$SQ = \frac{Q}{Q \text{ of the bid with highest } Q} * 100 * \sum_i W_i$$

The score for price is

$$SP = \sum_i \frac{\text{lowest Price}_i \text{ of all bids}}{\text{Price}_i} * 100 * W_{\text{Price}_i}$$

Only bids that have reached a minimum of 60 % for  $Q_1$ , a minimum of 60 % for  $Q_2$ , a minimum of 60 % for  $Q_3$  and a minimum of 60 % for  $Q_4$  shall be taken into consideration when calculating the score for quality  $SQ$ , score for price  $SP$  and score  $S$ .

Only bids that have reached a minimum of 60 % for the score  $S$  shall be taken into consideration for awarding the contract.

## 16. Rejection from the procedure

Contracts shall not be awarded to tenderers who, during the procurement procedure, are in one of the following situations:

- a) are in an exclusion situation;
- b) have misrepresented the information required as a condition for participating in the procedure or have failed to supply that information;

- c) were previously involved in the preparation of procurement documents where this entails a distortion of competition that cannot be remedied otherwise.

## **17. Intellectual Property Right (IPR)**

Please consult the contract for IPR related clauses.

If the results are not fully created for the purpose of the contract this should be clearly pointed out by the tenderer in the tender. Information should be provided about the scope of pre-existing rights, their source and when and how the rights to these rights have been or shall be acquired.

In the tender all quotations or information originating from other sources and to which third parties may claim rights have to be clearly marked (source publication including date and place, creator, number, full title etc.) in a way allowing easy identification.