



CEDEFOP

European Centre for the Development  
of Vocational Training

FINANCE AND PROCUREMENT

DRS/PRO/DELE/RB(2015)03219  
Thessaloniki, 22 December 2015

## OPEN INVITATION TO TENDER

**'Security and Associated Services for the Cedefop premises'**  
**AO/DRS/ASAIN/Security&AssociatedServices/014/15**

REFERENCE: **Contract notice – 2015/S 247-448665 of 22/12/2015**

Dear Sir/Madam,

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

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

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

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

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

**Important:**

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

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

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

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

or

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

or

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

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

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

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

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

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

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

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

<p><b>OPEN INVITATION TO TENDER</b></p> <p><b>CEDEFOP No: AO/DRS/ASAIN/Security&amp;AssociatedServices/014/15</b></p> <p><b><i>‘Security and Associated Services for the Cedefop premises’</i></b></p> <p><b>Name of tenderer: .....</b></p> <p><b>NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE</b></p>
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The inner envelope must also contain three sealed envelopes, namely, Envelope A – “Supporting Documents”, Envelope B – “Technical Proposal” and Envelope C – “Financial Proposal”. The content of each of these three envelopes is described in section 6 of the attached Tender Specifications.

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

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

#### 7.1 Contacts before the final date for submission of tenders:

- An **optional** on-site visit is planned to take place on **the date and time specified in the timetable in point 8 below**. The meeting point will be the reception hall of Cedefop. Tenderers must send written notification of the names of the persons (maximum 2) who will attend the on-site visit by fax (+30 2310 49 00 28) or by e-mail ([c4t-services@cedefop.europa.eu](mailto:c4t-services@cedefop.europa.eu)), at the latest by 14:00 (local time) on the day before the site visit. All the costs of attending this meeting are borne by the tenderers. Minutes (if required) of the on-site visit will be published on Cedefop's website.

- At the request of the tenderer, the Cedefop Procurement Service may provide additional information solely for the purpose of clarifying the tender documents. Any request for additional information must be made in writing by e-mail ([C4T-services@cedefop.europa.eu](mailto:C4T-services@cedefop.europa.eu)) or by fax (fax No +30 2310 490 028).

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

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

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

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

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

## 7.3 Contacts after the opening of tenders:

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

## 8. Timetable:

	DATE	TIME
Optional Site visit	12/01/2016	10h30
Deadline for request for any clarifications from the Contracting Authority (Cedefop)	22/01/2016	
Last date on which clarifications are issued by Cedefop	< as soon as possible >	N/A
Deadline for submission of tenders (hand delivered)	01/02/2016	17h00
Deadline for submission of tenders by post / courier	01/02/2016	N/A
Validity of the tenders	01/08/2016	N/A
Tender opening session	12/02/2016	11h00
Estimated contract signature date	April-May 2016	

Please note that **Cedefop will be closed between 24/12/15 and 01/01/2016 for Christmas and New Year Holidays**. Any request for clarification received during the closure will be processed beginning of January 2016.

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

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

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

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

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

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

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

Yours sincerely,

signed G. Paraskevaïdis  
 Head of Finance and Procurement

Attached: Tender Specifications

# **OPEN INVITATION TO TENDER**

***AO/DRS/ASAIN/Security&AssociatedServices/014/15***

***‘Security and Associated Services for the Cedefop  
premises’***

**Tender Specifications**

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## Introduction to Cedefop: Europe's agency for training policy

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

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

Cedefop (the European Centre for the Development of Vocational Training), founded in 1975 and based in Greece since 1995, is a European Union (EU) agency. It supports the European Commission, Member States <sup>(1)</sup> and social partners by helping design VET policies that promote excellence and social inclusion and strengthen European cooperation in VET.

### Cedefop's objective and priorities for 2012-16

Cedefop's activities are guided by its strategic objective and medium-term priorities 2012-16. Cedefop's strategic objective is to contribute to designing and implementing policies for an attractive VET that promotes excellence and social inclusion and to strengthening European cooperation in developing, implementing and analysing European VET policy. This objective is supported by three priorities:

- **Supporting modernisation of VET systems**

Modern VET systems must be relevant to individual and labour market needs. They should take into account learning acquired in different ways (for example through work experience) and at different times and allow people to move between countries and sectors.

Member States decide national VET policies and Cedefop monitors and reports on the reforms and changes they make to their systems. Cedefop also works to improve international VET statistics.

European cooperation in VET, led by the European Commission working with Member States and social partners, has agreed shared objectives. As part of this cooperation, Cedefop has helped develop, and is now working to implement, common European tools and principles, which aim to make it both easier to work and study abroad and move between different parts of a national education and training system (for example between general and vocational education).

- **Careers and transitions – Continuing VET, adult and work-based learning**

Today, people are likely to change jobs more often. Cedefop is looking at how continuing training and work-based learning for adults can help people to manage their careers better and improve their job prospects. Cedefop is also examining how work-based learning for adults can help enterprises to deal with technological change, generate innovation and increase competitiveness. New demands are also being made of VET teachers and trainers and Cedefop is looking at their changing roles and their skill and learning needs.

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<sup>(1)</sup> Cedefop also works with Iceland and Norway.

- **Analysing skills needs to inform VET provision**

Europe's growth and competitiveness will be held back if people's skills do not meet job requirements. Unemployment currently coexists with skill shortages. Understanding and anticipating the skills required helps ensuring that training meets labour market needs. It helps to promote a better match between individuals' potential and job requirements.

Cedefop's skill needs analysis provides insights into the trends that influence skill supply and demand and the imbalances that may arise both in the EU and individual Member States. Cedefop is also finding out more about sectoral and occupational developments, such as the demand for 'green' skills for sustainable growth and, as the population ages, the potential for jobs creation and impact of skill needs of the 'silver' economy.

### **Cedefop's information**

Cedefop shares its expertise through its publications, networks, conferences, seminars and web portal [www.cedefop.europa.eu](http://www.cedefop.europa.eu). The web portal provides news on Cedefop's major themes "Identifying skills needs", "Understanding qualifications", "Analysing policy" and "Developing lifelong learning". All Cedefop publications are available for download. Cedefop hosts and organises conferences and events throughout the year.

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

## 1. OVERVIEW OF THIS TENDER PROCEDURE

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

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

### 1.1. Description and type of the contract

a) *Title of the contract.*

**“Security and Associated Services for the Cedefop premises”**

b) Short description of content of this contract:

The present call for tenders aims at acquiring guard services for the security of the Cedefop premises. Additionally, specialised bilingual personnel of the security company will be providing assistance at the reception desk. In more details, the services to be acquired under the specific call for tenders are described below:

- A. Physical security services 24hours/day;
- B. Support to emergency procedures;
- C. On demand services;
- D. Reception desk assistant services

c) Type of contract: **Framework Service Contract**

d) The services will be provided following the signature of Order forms throughout its validity. The number and content of Order Forms will depend on the needs of Cedefop.

### 1.2. Place of delivery or performance

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

### 1.3. Division into lots

This tender procedure is not divided into lots.

#### 1.4. Variants

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

#### 1.5. Value or quantity of purchase

The estimated volume for the required services per year described in this call for tenders is the following:

For security guard services: **28 hours per calendar day, i.e. estimated hours per year 10,220.**

For **additional** security guard and reception services: **extra 124 hours per year**

For Reception Desk Assistance: **1 full-time person and 1 part-time person (75%) per working day per year** (Cedefop's working days are approximately **242 per year**).

#### 1.6. Duration of the contract

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

#### 1.7. Main terms of financing and payment

Payments will be made monthly upon completion of tasks and within **30 days** of submission of invoices and at the conditions set out in the draft contract (Annex B).

## 2. TECHNICAL SPECIFICATIONS

### 2.1. Background information

Cedefop premises are located in a 14.500m<sup>2</sup> site, in Technopolis area of Pylaia. The building complex occupies approximately 9.500 m<sup>2</sup>, in a 4 floor assembly. It contains the lobby and reception desk, the restaurant, 3 conference rooms, the library, 100 offices and 6 meeting and training rooms. Additionally, there are ancillary rooms, mainly located in the basement containing electromechanical, computer and telecommunication equipment and a large archives room. Finally, there is a parking area, also located in the basement and a security booth at the entrance to the premises. The site also includes open parking space and an olive plantation at the backyard of the building. About 150 persons work at Cedefop.

The premises are structured as follows:

- Surface of the site: 14500,00 m<sup>2</sup>
- Max. height of the building: 12m + 2m roof
- Basement: 3191, 97 m<sup>2</sup>
- Floor 1: 3028, 19 m<sup>2</sup>
- Floor 2: 1220, 45 m<sup>2</sup>
- Floor 3: 1328, 00 m<sup>2</sup>
- Floor 4: 796, 67 m<sup>2</sup>
- Number of parking spaces: 100 (22 internal and 78 external)

### 2.2. Description of the Subject

Cedefop is looking to acquire the following security guard and receptionist services:

- A. Physical security services 24hours/day
- B. Support to emergency procedures
- C. On demand services
- D. Reception desk assistant services

Services will be implemented according to Cedefop policies and procedures, which will be provided to the selected contractor upon contract signature. Prior to this, the selected contractor and all his staff assigned to Cedefop must sign a declaration on confidentiality that will be provided by Cedefop (see annex III of the draft framework contract at Annex B).

In order to execute the surveillance services listed in points A, B, C, D, Cedefop will provide one dedicated furnished security booth.

Special systems:

- CCTV system;
- Access control system;
- Fire alarm system;
- BMS system;
- One X-ray scan machine;
- One hand held metal detector;
- Fixed line phones;
- Telephone switchboard;
- Computers

Any other tool necessary to implement the service must be provided by the selected contractor. Cedefop reserves the right to implement further security or safety tools/systems in the future. Surveillance services inside Cedefop premises must be performed without weapons.

### **A. Physical Security Services**

The requested surveillance services must be provided in the operational Cedefop seat. The guard(s) on duty will be located in the security booth near the main entrance of the premises. In order to guarantee the physical security services, the selected contractor is required to perform:

- 24h/day building access control;
- Security checks (including incoming mail and boxes) at the security booth via metal detector and X-ray scan machine during Cedefop opening hours and special events;
- 24h/day surveillance of the external perimeter;
- 24h/day Video surveillance and Fire Alarm System supervision and any other security system that may be implemented in the future;
- Control of internal and external lighting via BMS system;
- Visitor registration;
- Badge provision and check;
- 24h/day IDs control and verification;
- Management of building sensitive areas' access keys (archives, etc.) upon request;
- 24h/day parking control and external perimeter control; verification of access rights and usage of parking premises;
- Filling-in and management of security related documents;
- 24h/day support to local law enforcement forces for Cedefop related security issues;
- Security support to reception services;
- Reporting on all provided services e.g. daily report on security checks etc.

### **B. Support to Emergency Procedures**

Support to emergency procedures consists of a 24h/day immediate response service to any request for intervention. Cedefop may request additional security guard(s) during emergency situations like an act of terrorism, a catastrophic event etc. that could happen at Cedefop premises and its surrounding area.

### **C. On Demand Services**

Additional surveillance guards on an ad hoc request like a VIP visit or a conference event taking place at Cedefop premises.

### **D. Reception Desk Assistant Services**

Ensure provision of high class reception services for Cedefop, always bearing in mind its international status and special requirements. The post will be manned during Cedefop's working hours (Monday-Friday from 08:00-20:00) according to point 2.8.2.

## **2.3. Minimum service requirements for the implementation of the contract**

The selected contractor will provide all the services described in the present Technical Specifications respecting the minimum requirements listed below:

**Physical Security Services-Performance Parameters:**

- No access to the building (external and visitors) without authorization;
- No violation of Cedefop perimeter due to lack of security checks;
- 24h provision of visitor registration services;
- 24h provision of emergency support (Security related);
- 24h provision of immediate (within 20 minutes from Cedefop call) intervention via patrol;
- 24h provision of video surveillance services;
- No theft of car, motorbikes, bikes or any vehicle inside Cedefop's indoor and outdoor parking areas;
- No delay in reporting activities;
- No access to sensitive areas without authorization.

**Support To Emergency Procedures - Performance Parameters:**

- Implement various emergency procedures and policies.

**On Demand Services – Performance Parameters:**

- Provision of additional surveillance guards within maximum 2 hours from Cedefop's request.

**Compliance target 1:** During the framework contract implementation, the number of incidents of non-compliance with the performance parameters indicated above cannot exceed 3. If the compliance target 1 is exceeded, Cedefop may terminate the framework contract after carrying out the contradictory procedure foreseen in Article II.18.3 of the draft framework contract at Annex B.

**2.4. Additional minimum service requirements for the implementation of the contract****Replacement - Quality Parameter:**

At Cedefop's request, the Contractor must replace personnel if proved as being incapable of carrying out the specified tasks to the required standards and/or do not comply with ethics and behavioural standards.

The selected Contractor must be able to provide, for all profiles a backup that can be activated as soon as the conditions indicated above for the replacement are met. Prior approval of the new proposed security guards/reception desk assistants etc. by Cedefop is required. The approval will be based on examination of the CV and the relevant certifications as requested in point 3.2.2.

**Compliance target 2:** During the framework contract implementation, the number of incidents of non-compliance with the quality parameter indicated above cannot exceed 3 incidents. If the compliance target 2 is exceeded, Cedefop may terminate the framework contract after carrying out the contradictory procedure foreseen in Article II.18.3 of the draft framework contract at Annex B.

**Knowledge Transfer:**

At the end of the Framework Contract and before the expiration of the last order form (normal term or interruption) a period dedicated to the knowledge transfer (current contractor to the new contractor) must be guaranteed for one month (only the involvement of the Security Team Leader, who will be training each new guard on all shifts, is required).

## 2.5. Description of staff profiles, tasks and duties for the execution of services

The team members assigned must carry out the services following the minimum requirements for each profile indicated below:

### **Profile 1: Team Leader**

#### Services to be provided:

As for profile 2 below, and additionally:

- Security service management. He will be responsible for the effective and efficient supervision of the security team (tasks performed, allocation of tasks, handover of tasks);
- Service continuity;
- Prepare multiple reports of daily activities for the attention of the Cedefop Security Officer and back up Security staff;
- Implement internal protection measures;
- Assist with any task relating to crisis management;
- Respond to emergencies as required;
- Enforce all security procedures;
- Provide training to his team members regarding fire alarm systems, CCTV, access control system, BMS, car database, or any other special system that may be implemented in the future;
- Manage and file security related documents;
- Substitute any guard upon need and on a temporary basis (the guard on duty cannot leave until he is replaced);
- Report any irregularities or any information to the Cedefop Security Officer and back up Security staff.

### **Profile 2: Guard**

#### Services to be provided:

- Surveillance and protection services;
- Visitor registration;
- Badge provision and check;
- IDs control and verification;
- Assist with fire safety procedures;
- Security support to reception services;
- Monitoring of fire alarm systems, CCTV, access control or any other special system that may be implemented in the future;
- Control of internal and external lighting via BMS system;
- Access control check via metal detector, scan machine or any other device that might be implemented in the future;
- Monitoring local daily morning radio news for security related incidents and reporting incidents to Cedefop Security Officer and back up Security staff;
- Respond to emergencies as required according to Cedefop procedures;
- Assistance in the event of a security incident (example: lift entrapment, fire alarm, provision of first aids etc.);
- Keeping all indoor offices and ancillary rooms locked during non working hours;
- Ensuring that all windows are closed during non working hours;



- Switch off any heat producing appliances left on;
- Monitoring and registering specific magnitudes (air temperature etc.) in designated rooms (for example: computer room), during non-working hours.

### **Profile 3: Reception Desk Assistant**

#### **Services to be provided:**

- Operation of reception telephone switchboard;
- Diverting/Transferring incoming calls to staff members' extensions;
- Keeping records of missed calls and informing staff members accordingly;
- Recording all lost and found items in a logbook;
- Assisting visitors entering and leaving the building;
- Interfacing between visitors and staff members;
- Interfacing between main entrance guard and reception desk;
- Accompanying visitors if required;
- Reporting & recording any unusual activity inside or in the immediate vicinity of the main entrance hall;
- Immediate information of Cedefop Security Officer and back up Security staff in case of a security incident;
- Assistance in the event of a security incident (example: lift entrapment, fire alarm, provision of first aids etc.);
- Assistance in fire drills;
- Ordering taxis for visitors/guests if necessary.

### **Profile 4: Project Manager**

#### **Services to be provided:**

- Security service organising and management. Ensure that a high security level is maintained in the Cedefop's premises 24h/day;
- Coordinate between Cedefop and the contractor. Represent the single contact point for all administrative and operational communication in regards to the contract implementation. The specific service of Cedefop which will be responsible for managing the contract will be the Facilities service. Cedefop will also designate the Contact Person(s) in charge of handling the contract with the successful tenderer. While on duty and within the premises of the Centre the contractor's personnel shall follow only the requests and orders by the designated representative(s) of the Centre. No requests or orders by any other staff of the Centre or any external persons are to be respected;
- Immediate information of Cedefop Security Officer and back up Security staff of any incidents or abnormalities that might have a negative effect on the Agency's facilities or operations;
- Setting up effective operation in case of unforeseen incidents and maintaining these operations until the Cedefop's representative(s) and/or local authorities take over;
- Assist with any task relating to crisis management;
- Provide consultancy services regarding security issues;
- Check, manage and file security related documents, for the attention of the Cedefop Security Officer and back up Security staff;
- Familiarizing the contractor's newly recruited staff to the Agency and its premises. Provide training to his team members regarding fire alarm systems, CCTV, access control system, BMS, car database, or any other special system that may be implemented in the future;
- Attend quarterly meetings with the Cedefop representatives. On conclusion of these meetings or assessments, the Centre will draw up minutes detailing the action to be taken and the recommendations put forward;

- Draw up and supply standard monthly timesheets and daily attendance tables showing the hours worked by his staff in the Cedefop facilities. The computer-generated timetables and tables will facilitate checking and certifying the hours actually worked by the contractor's entire staff.

## **2.6. Dressing Code – Identification Badges**

### **Guards & Team Leader**

Guards and Team Leader must be in uniform at all times while on duty. The potential contractor shall ensure that all his staff on duty at the Agency's premises will be provided with a sufficient quantity of uniform clothing and bullet proof jackets, to enable them to always work in properly maintained, clean outfit. The uniform clothing shall enable unambiguous identification of the tenderer's staff and their clear distinction from all other persons within the Agency's premises. The uniform must be of good quality and it must suit to the distinct and international atmosphere of the Agency. Also guards should follow the instructions given below:

- Wear an identifying name badge (in Greek and English) with the company's logo which shall be clearly visible;
- Maintain a neat and professional appearance at all times;
- Carry all equipment necessary in the performance of their duties.

### **Reception Desk Assistants**

For the reception desk assistants, the potential contractor shall ensure that they will be provided with a sufficient quantity of suitable clothing to enable them to always work in properly maintained, clean outfit. The dressing code should preferably include pale blue shirts, dark blue trousers or skirts and dark blue overcoat matched by a scarf and appropriate shoes. Upon contract award, the final dressing code for the reception desk assistants should be agreed between Cedefop and the Contractor.

## **2.7. Training**

The selected contractor throughout the framework contract implementation must ensure continuous training of the above profiles/team members assigned to execute the Cedefop requested services including cases of Cedefop introducing new security systems/equipment.

If a new security guard has to be assigned, the contractor shall ensure that the newly assigned security guard is properly trained on Cedefop's security systems and procedures for a minimum of 7 calendar days at no additional cost to Cedefop.

## **2.8. Working Hours – Shifts**

### **2.8.1 Security Guard**

Cedefop will be guarded 24h/day including weekends and holidays. There must be a minimum of 2 day shifts and one night shift. Between day shifts, there must be a 1 hour overlap to ensure proper handover and incident reporting. Between the second day shift and the night shift there must be a 2 hours overlap to perform perimeter patrolling and tasks in the interior of the building as described under profiles 1 and 2 above.

**To ensure respect of the regulatory working times and appropriate state of body and mind to perform their tasks, the team members assigned to Cedefop should not be used in other assignments outside Cedefop. This rule does not apply for temporary backups.**

**Guards should not be on duty for 2 consecutive shifts.**

### 2.8.2 Reception Desk Assistant

The reception desk assistants will be working during the working hours of the Centre, Monday to Friday, between 08:00-20:00. They are required to provide their services on a shift basis according to Cedefop needs. For the full-time Reception Desk Assistant, the standard working time is **8.5** consecutive hours (30min lunch break included).

For the part-time Reception Desk Assistant, the standard working time is **6.0** consecutive hours (lunch break **not** included).

### 2.9. Public Liability Insurance

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

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

### 2.10. Security Clearance

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

### 2.11. Reports and Deliverables

On a **daily** basis, the Team Leader must provide Cedefop with reports regarding the completion of the team's tasks as well as on any other incident that has occurred on or in the immediate vicinity of Cedefop premises. Any individual security incident, related faults, failure to comply with orders, must be reported immediately (orally) to the Cedefop Security Officer and back up Security staff.

The Project Manager will provide the Cedefop Security Officer, at least **five days before the start of each month** with the planning of the staff to be assigned for all the posts in the month to follow, indicating their names and any additional required information.

He will also draw up and supply standard **monthly** timesheets and daily attendance tables showing the hours worked by his staff in the Cedefop facilities. The computer-generated timetables and tables will facilitate checking and certifying the hours actually worked by the contractor's entire staff.

The Cedefop Security Officer must be notified for every change of the above mentioned planning of personnel. All reports must be provided in English.

## 2.12 Social Security Contributions and Compliance with Labour Law

The contractor has the obligation

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

and

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

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

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

### 3. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER PROCEDURE

Participation to this tender procedure is only open to tenderers who are in a position to subscribe in full to the “**Declaration on honour on exclusion criteria and selection criteria**” given in Annex C. All tenderers, all group (consortium) members (if any) and any subcontractor/s (identified as per the two bullet-points in the fourth paragraph of point 4.2 below) **MUST** provide the declaration on honour found in Annex C duly signed and dated.

#### 3.1. Exclusion Criteria

The exclusion criteria will be assessed in relation to each company individually. In the event of recommendation for contract award, evidence will be requested as described in Annex C (last page).

#### 3.2. Selection criteria

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

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

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

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

##### 3.2.1 Economic and Financial capacity

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

##### Requirement:

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

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

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

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

In the event of recommendation for contract award the winning tenderer (single tenderer or in the case of a consortium (grouping) each member of the consortium) will be requested to prove the above by submitting Audited Financial Statements (Audited Profit and Loss Account/ Statement or equivalent) if these are foreseen by the respective national legislation. Should total subcontracting exceed 40% of the work by value, Cedefop reserves the right to request audited financial statements also from the subcontractors. For tenderers or sub-contractors (identified as per any of the two bullet-points in paragraph 5 of Art. 4.2 below) who are natural persons / freelancers, a tax declaration and tax clearance statement for the last three financial years will be requested.

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

### 3.2.2 Technical and professional capacity

The Tenderers are required to have sufficient technical and professional capacity to perform the contract.

#### Requirements for the tenderer

- Be enrolled in the relevant professional register;
- Have adequate structure and resources (trained and certified security staff) to perform the services described in the Technical Specifications;
- Have performed at least **3** contracts in the past three **(3)** years (to have been concluded by the deadline of submission of offers) similar to the scope, size and nature of the services provided as those required in this call for tenders;
- Have in place and operate a Quality Management System;
- If not already available (see below), the tenderer's Key staff (team leader, reception desk assistants and guards) must have, **within one (1) month at the latest of entry into force of the contract**, the following certificates by an accredited body and/or public Authority: fire prevention, first aid<sup>2</sup>, usage of X-Ray Scan Machines<sup>3</sup>, usage of metal detector<sup>3</sup>;
- The Tenderer's **KEY** staff (team leader, guards, reception desk assistants and the project manager), whose involvement will be instrumental for the implementation of the contract, must have the relevant to the subject of the contract profiles, knowledge and experience for the successful implementation of the contract:

#### Requirements for the tenderer's key staff

##### Profile 1: Team Leader

- Five (5) years-experience as on-the-spot coordinator of a team in the field of security services (to have been concluded by the deadline of submission of offers);
- Certificate of professional registration (valid work permit);
- Certified training by an accredited body in the fields of fire prevention and first aid<sup>2</sup>;
- Certified training by an accredited body for the usage of X-Ray Scan Machines<sup>3</sup>;

<sup>2</sup> In case this requirement is part of the formal procedure in order to obtain the mandatory work permit, no separate certificate is needed but justification must be provided with reference to the legislation in force.

<sup>3</sup> For Greece, as an example, these certifications can be obtained by "KEMEA" and its collaborators.

- Certified training by an accredited body for the usage of metal detector<sup>3</sup>;
- Computer skills in terms of internet and email use, MS Office and MS Windows use;
- English necessary (level B2 as determined in “Language levels of the Common European Framework of Reference CEF<sup>4</sup> or equivalent).

## **Profile 2: Guard**

- Three (3) years-experience as guard, in the field of security services (to have been concluded by the deadline of submission of offers);
- Certificate of professional registration (valid work permit);
- Certified training by an accredited body in the fields of fire prevention and first aid<sup>2</sup>;
- Certified training by an accredited body for the usage of X-Ray Scan Machines<sup>3</sup>;
- Certified training by an accredited body for the usage of metal detector<sup>3</sup>;
- Computer skills in terms of internet and email use, MS Office and MS Windows use;
- English necessary (level B1 as determined in “Language levels of the Common European Framework of Reference CEF<sup>4</sup> or equivalent).

## **Profile 3: Reception Desk Assistant**

- Three (3) years-experience in reception services and use of switchboard (to have been concluded by the deadline of submission of offers);
- Certificate of professional registration (valid work permit);
- Certified training by an accredited body in the fields of fire prevention and first aid<sup>2</sup>;
- Certified training by an accredited body for the usage of X-Ray Scan Machines<sup>3</sup>;
- Certified training by an accredited body for the usage of metal detector<sup>3</sup>;
- Computer skills in terms of internet and email use, MS Office and MS Windows use;
- English necessary (level B2 as determined in “Language levels of the Common European Framework of Reference CEF<sup>4</sup> or equivalent).

## **Profile 4: Project Manager**

- Five (5) years-experience as a Security Coordinator (to have been concluded by the deadline of submission of offers);
- Certificate of professional registration (valid work permit);
- English necessary (level B2 as determined in “Language levels of the Common European Framework of Reference CEF<sup>4</sup> or equivalent).

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<sup>4</sup> <http://europass.cedefop.europa.eu/LanguageSelfAssessmentGrid/en>

## Proofs / Evidences of Technical and professional capacity

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

- Document for enrolment in the relevant professional register, as prescribed by the laws of the Member State, where the tenderer is established;
- Brief company profile (**please fill-in Questionnaire 4 of Annex G**);
- List of at least **3** contracts performed in the past **three (3)** years similar to the scope (security & associated services), size and nature as those required in this call for tenders, describing the contracting authorities, the subjects, the amounts, the dates, the percentage and the specific tasks performed by the tenderer (**please fill-in Questionnaire 3 of Annex G**);
- Relevant valid certification of the quality management system of the tenderer (ISO 9001:2000 or equivalent);
- The CVs of **ONLY** the **KEY** staff (Project Manager, Team Leader, guards, and the reception desk assistants) **whose involvement will be crucial for performing the contract**. The CVs must be accompanied with:
  - copies of the professional registration (valid work permit) of all the KEY staff;
  - reference letters and/or contracts by previous employer(s) on earlier experience with exact dates and post (location) of previous employment for all the KEY staff;
  - certificate which proves the linguistic ability in English, for all the KEY staff;
  - declaration by the tenderer that the Key staff (team leader, reception desk assistants and guards) will have, within one (1) month at the latest of entry into force of the contract, the following certificates by an accredited body and/or public Authority: fire prevention, first aid, usage of X-Ray Scan Machines, usage of metal detector;

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

### 3.3. Legal Position

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

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

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



#### 4. ADDITIONAL INFORMATION CONCERNING PARTICIPATION TO THIS TENDER PROCEDURE

Participation in Cedefop tendering procedures is open on equal terms to all natural and legal persons or groupings of such persons (consortia) falling within the scope of the Treaties. It includes all economic operators registered in the EU and all EU citizens. Pursuant to Article 119 of the general Financial Regulation the participation is also open to all natural and legal persons from non-EU countries that have a ratified agreement with the European Union in the field of public procurement on the conditions laid down in that agreement. Cedefop can therefore accept offers from and sign contracts with tenderers from 36 countries, namely: the 28 EU Member States, 3 EEA Countries (Liechtenstein, Norway, Iceland) and 5 SAA Countries (FYROM, Albania, Serbia, Montenegro and Bosnia and Herzegovina).

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

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

##### 4.1. Joint Offers/ Groupings (Consortia)

- Groupings (consortia), irrespective of their legal form, may submit a tender on condition that it complies with the rules of competition. A consortium may be a legally-established permanent grouping, or informally constituted group of tenderers submitting an offer (joint offer) for a specific tender procedure.
- Cedefop does not require consortia (if any) to have a given legal form in order to submit a tender, but reserves the right to require a consortium to adopt a given legal form before the contract is signed (if this change is necessary for proper performance of the contract). This can take the form of an entity with or without legal personality but offering sufficient protection of the contractual interests of Cedefop.
- If awarded the contract, the tenderers of the group (consortium) will have an equal standing towards Cedefop in executing it.
- A grouping (if any) of firms must nominate one party to be responsible for the receipt and processing of payments for members of the grouping, for managing the service administration, and for coordination.
- Tenders submitted by consortia of firms must specify the role, qualifications and experience of each member or of the group (please fill-in the respective Questionnaires in Annex G).
- Each member of the group (consortium) must provide the required evidence for the exclusion and selection criteria. Concerning the selection criteria, the evidence provided by each member of the group (consortium) will be checked to ensure that the consortium as a whole fulfils the criteria.

- The offer has to be signed by all members of the group (consortium). However, if the members of the group so desire they may grant an authorisation to one of the members of the grouping (consortium). In this case they should attach to the offer a power of attorney (see model in Annex I) authorising this company or person to submit a tender on behalf of the grouping (consortium). For groupings not having formed a common legal entity, Annex I, model 1 should be used and separate legal entity forms (see point 3.3 and Annex D) should be completed and signed by all members. For groupings with a legal entity in place, Annex I, model 2 and one legal entity form (see point 3.3 and Annex D) should be completed and signed only by the single representative of the consortium.

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

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

#### **4.2. Subcontracting/Subcontractors**

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

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

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

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

**Only in cases when:**

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

should the tenderer submit with the offer:

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

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

## 5. AWARD OF THE CONTRACT

Only the tenders meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price.

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

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

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

Whereby:

**TQV = Total Quality Value** of the tender (as per points 5.1 and 5.2);

**TFO = Total Financial Offer** of the tender (as per points 5.3 and 5.4);

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

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

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

### 5.1. Technical evaluation

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

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

Award criteria	Maximum number of points
<b>(1) ORGANISATION AND METHODOLOGY</b>	<b>60</b>
1.1. A detailed description of the methodology proposed to be used for organizing and carrying out the services requested.	30
1.2. A detailed justification of the choice of proposed methodology and of its advantages compared to other methodologies applied in security services.	10
1.3. A detailed split of tasks among the project team.	10
1.4. A description of the internal team communication.	5
1.5 A description of the communication with Cedefop.	5
<b>(2) QUALITY ASSURANCE AND RISK ASSESSMENT</b>	<b>40</b>
2.1. Back-up/replacement arrangements	25
2.2. A description of the roles of Team Leader and Project Manager in quality assurance	15
<b>Overall total score</b>	<b>100</b>

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

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

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

## **5.2. Technical proposal**

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

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

Tenderers are requested to include their technical proposal (envelope B) in one original and three hard copies.

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

### **For award criterion 1:**

This is to assess the degree to which the methodology proposed shows the capacity to organize and implement the services requested in the tender specifications in a realistic and well-structured way as well as to whether the processes proposed are in conformity with the needs of Cedefop and the technical specifications:

#### *For award sub-criterion 1.1*

- Methodology to be used for organizing and carrying out the services requested under the framework contract, including the security guard rotation shifts, equipment to be used (communication and patrol), uniforms, handover phase (in and out) etc.;

#### *For award sub-criterion 1.2*

- Justification and comparative advantages of the proposed methodology for implementing the services focusing on its efficiency;

#### *For award sub-criterion 1.3*

- Detailed split of tasks among the project team; who does what, when and why, both for regular services and in an emergency event;

*For award sub-criterion 1.4*

- The internal team communication, including, where applicable, the communication between consortium partners and subcontractors, both for regular services and in an emergency event;

*For award sub-criterion 1.5*

- The communication with Cedefop, including the proposed reporting scheme on all provided services e.g. daily report on security checks, incidents report, monthly timesheets etc. both for regular services and in an emergency event.

**For award criterion 2:**

This is to assess the extent to which the proposed team set-up will be suitable for the implementation of the framework contract.

*For award sub-criterion 2.1*

- Provide detailed procedure description and timetables of duty response related to the capability a) to replace staff (guards/reception assistants) found to be underperforming or b) to provide additional guards upon request or c) in an emergency event;

*For award sub-criterion 2.2*

- Role of Team Leader and Project Manager in quality assurance (performance monitoring, accuracy of reporting, timing, appropriateness of uniforms and equipment, appraisal procedures, regular trainings, recruitment etc.);

**5.3. Financial evaluation**

Only tenders scoring in total **65** points or more (of a maximum of 100 points) against the technical award criteria and 50% or more of the possible maximum score for each of the award criteria 1 and 2 will have their financial proposal evaluated. The evaluation will be made on the basis of the **Total Price** offered, table 1.4 of the Financial Proposal (see point 5.4 & Annex H).

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

*Financial score = (cheapest Financial Proposal / Financial Proposal of the tender considered) \* Y.*  
*Where Y = price weighting (see the complete formula under point 5 above)*

**Information concerning price**

- The prices quoted must be fixed and not revisable for the first year of the contract. From the 2<sup>nd</sup> year onwards Articles I.5.2 and II.20 of the Contract shall apply (see draft Framework Contract at Annex B).
- Prices must be quoted in EURO and include all expenses.
- Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, Cedefop is exempt from all charges, taxes and dues, including value added tax (VAT). Such charges shall therefore not be included in the calculation of the price quoted.

For contractors based in Greece, invoices will include VAT which is paid by Cedefop and later reimbursed by the State.

For contractors established in other countries, exemption is direct (invoices are submitted without VAT), subject to fulfilling as necessary the requirements of Article 151 of Council Directive 2006/112/EC.

In Belgium, use of this contract constitutes a request for VAT exemption No. 450, VAT exemption article 42, paragraph 3.3 of the VAT code (circular 2/1978), provided the invoice includes: "Commande destinée à l'usage officiel de l'Union Européenne, Exonération de la TVA; art. 42 § 3.3 du code TVA (circulaire n° 2/1978)".

### 5.3.1. Evaluation of abnormally low prices

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

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

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

The acceptable margin of deviation is set to **20%**.

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

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

#### 5.4. Financial Proposal / Financial Scenario

The financial proposal must be clear and in compliance with the tender specifications. All services that shall be procured should be included.

The Financial Proposal (Financial Scenario) should indicate the total price in order to carry out all the activities indicated in the Technical specifications. The tenderers must fill-in the 4 price schedule tables (1.1., 1.2., 1.3 and 1.4) in **Annex H**.

The Financial Offers will be checked for any arithmetical errors in computation and summation. Errors will be corrected by the evaluation committee as follows:

- where there is a discrepancy between a unit price and the total amount derived from the multiplication of the unit price and the quantity, **the unit price as quoted** will be the price taken into account. Tenderers will be requested to confirm in writing the corrected calculation so that it may eventually be included in the contract.



## **6. INFORMATION ON PRESENTATION AND CONTENT OF TENDER**

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

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

### **6.1. Envelope A - Supporting documents**

One original and one copy of:

- cover letter, signed by the person/s (name and position) that is/are authorised to sign the contract in case of contract award
- the declaration on honour on exclusion & selection criteria requested in point 3 and standard template found in Annex C
- the selection criteria documents as requested in points 3.2, 4.1, 4.2
- Questionnaires 1 – 4 as found in Annex G
- Power of Attorney (Model 1 or 2), as required in point 4.1 (if applicable) and found in Annex I
- Model of Letter of Intent for Subcontractor/s as required in point 4.2 (if applicable) and found in Annex J
- the Legal Entity Form as requested in point 3.3 and found in Annex D
- the Financial Identification Form as found in Annex E
- the checklist found in Annex F

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

### **6.2. Envelope B – Technical proposal**

One original signed version and three copies of:

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

### **6.3. Envelope C – Financial proposal**

One original signed version and three copies of:

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

## **ANNEX A**

### **Contract Notice**

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

## **ANNEX B**

### **Draft Contract**

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

## **ANNEX C**

### **Declaration of honour on exclusion criteria and selection criteria**

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

## **ANNEX D**

### **Legal Entity Form**

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

[http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/legal\\_entities/legal\\_entities\\_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm)

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

## **ANNEX E**

### **Financial Identification Form**

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

[http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/financial\\_id/financial\\_id\\_fr.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_fr.cfm)

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

**PLEASE NOTE:**

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

## ANNEX F

### Check list of mandatory documents

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

**Please Tick ✓ the boxes provided**

Mandatory documents to be included as part of the tender	Reference paragraph	Included		If the document is not included, please explain the reason
		Yes	No	
<u>Envelope 'A' must contain</u>				
one original and one copy of:	6.1	<input type="checkbox"/>	<input type="checkbox"/>	
- Cover letter, signed by the person/s that is/are authorised to sign the contract in case of contract award (name and position of the individual(s))	Art. 4 of Invitation to tender; 6.1	<input type="checkbox"/>	<input type="checkbox"/>	
- Declaration on Exclusion & Selection Criteria (including those of consortium members and subcontractors, if applicable)	3, 6.1 & Annex C	<input type="checkbox"/>	<input type="checkbox"/>	
- selection criteria documents (if applicable, including those of consortia and subcontractors)	3.2, 4.1, 4.2, 6.1	<input type="checkbox"/>	<input type="checkbox"/>	
- Questionnaires 1-4 (Annex G)	3.2, 4.1; 6.1 & Annex G	<input type="checkbox"/>	<input type="checkbox"/>	
- Power of attorney of partners in joint bid / Consortium (if applicable)	4.1, 6.1 & Annex I (model 1 or 2)	<input type="checkbox"/>	<input type="checkbox"/>	
- Letter of intent of subcontractor (if applicable)	4.2, 6.1 & Annex J	<input type="checkbox"/>	<input type="checkbox"/>	
- Legal Entity Form	3.3, 6.1 & Annex D	<input type="checkbox"/>	<input type="checkbox"/>	
- Financial Identification Form	6.1 & Annex E	<input type="checkbox"/>	<input type="checkbox"/>	
- this Checklist	6.1 & Annex F	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Envelope 'B' must contain</u>				
one original and three copies of:	6.2	<input type="checkbox"/>	<input type="checkbox"/>	
- the technical proposal	2, 5.2, 6.2	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Envelope 'C' must contain</u>				
one original and three copies of:	6.3	<input type="checkbox"/>	<input type="checkbox"/>	
- the Financial Proposal	5.4, 6.3 & Annex H	<input type="checkbox"/>	<input type="checkbox"/>	

**The tenderers should also ensure that:**

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

## **ANNEX G**

### **Questionnaires 1-4**

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



## **ANNEX H**

### **Financial Proposal**

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

## **ANNEX I**

### **Models of power of attorney**

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

## **ANNEX J**

### **Model of Letter of Intent for Subcontractor/s**

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