



European Centre for the
Development of Vocational Training

Thessaloniki, 24/10/2007
PRO/2007/704

OPEN INVITATION TO TENDER
AO/E/ICTF/SecurityGuardServices/016/07
“Security and Reception Services”

Dear Sir/Madam,

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

The purpose of this tender and additional information necessary to present a tender can be found in the attached Tender Specifications.

You should note however the following important points concerning the submission of a tender and its implications.

1. Tenders should be submitted in one of the official languages of the European Union.
2. Tenders may be submitted:
(a) either by post to be dispatched not later than **16/11/2007** in which case the evidence shall be constituted by the date of dispatch, the postmark or the date of the deposit slip, to the following address:

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

Important:

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

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

(b) or by courier service to be dispatched not later than **16/11/2007** in which case the evidence shall be constituted by the date of dispatch or the date of the deposit slip, to the following address:

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

(c) or delivered by hand not later than **17h00** on **16/11/2007** to the following address:

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

In this case, a receipt must be obtained as proof of submission, signed and dated by the official in the above mentioned Service who took delivery. Cedefop is open from 9.00 to 17:00, 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 placed **inside two sealed envelopes**. 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 style="text-align: center;">OPEN INVITATION TO TENDER Cedefop No: AO/E/ICTF/SecurityGuardServices/016/07 “Security and Reception Services” Name of tenderer: NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE</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 **point 6** of the attached tender specifications.

4. Tenderers must ensure that their tenders are signed by a duly authorised representative and perfectly legible so that there can be no doubt as to words and figures.
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 **23.11.2007, 11h00** (local time). Each tenderer may be represented at the opening of tenders by one person. The name of the person attending the opening must be notified in writing by fax (Fax No +30 2310 490 028) or by e-mail (c4t-services@cedefop.europa.eu) at least two working days prior to the opening session.
7. Contacts between the contracting authority (Cedefop) and tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

Before the final date for submission of tenders:

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

Request for additional information received less than five working days before the closing date for submission of tenders will not be processed.

- The contracting authority 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 tender.

Any additional information, including that referred to above, will be published on Cedefop’s website. Please ensure that you visit regularly the site for updates.

After the opening of tenders:

- If clarification is required or if obvious clerical errors in the tender need to be corrected, the contracting authority may contact the tenderer provided the terms of the tender are not modified as a result.

8. This invitation to tender is in no way binding on Cedefop. Cedefop’s contractual obligation commences only upon signature of the contract with the successful Tenderer.

9. All costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.
10. 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. This decision must be substantiated and the tenderers notified.
11. A site visit is planned for **02.11.2007 (10h00)**. The meeting point will be the reception hall of Cedefop. Tenderers must send written notification of the names of the persons (maximum 2) who will attend this meeting by fax (+30 2310 49 00 28) or by e-mail (c4t-services@cedefop.europa.eu), at the latest by 14:00 (local time) on the day before the site visit.
12. All tenderers will be informed in writing of the results of this tender procedure.

Yours sincerely,

signed George Paraskevaïdis
Head of Finance & Procurement

Attached: Tender Specifications

OPEN INVITATION TO TENDER

AO/E/ICTF/SecurityGuardServices/016/07

“Security and Reception Services”

Tender Specifications

Table of contents

INTRODUCTION TO CEDEFOP	8
1. OVERVIEW OF THIS TENDER	9
1.1. DESCRIPTION OF THE CONTRACT	9
1.2. PLACE OF DELIVERY OR PERFORMANCE.....	9
1.3. DIVISION INTO LOTS	9
1.4. VARIANTS	9
1.5. VALUE OF THE CONTRACT	9
1.6. VALIDITY OF TENDERS	10
1.7. DURATION OF THE CONTRACT	10
2. TECHNICAL SPECIFICATIONS	11
2.1. BACKGROUND INFORMATION.....	11
2.2. SUBJECT MATTER	11
2.3. GENERAL REQUIREMENTS.....	11
2.4. PROFILE DESCRIPTION.....	12
2.4.1. <i>Security Guard</i>	12
2.4.2. <i>Reception Desk Assistant</i>	12
2.4.3. <i>Supervisor – Guard Control</i>	13
2.5. DESCRIPTION OF THE TASKS AND DUTIES	13
2.5.1. <i>Security Guard</i>	13
2.5.2. <i>Reception Desk Assistant</i>	14
2.5.3. <i>Supervisor – Guard Control</i>	15
2.6. UNIFORMS – IDENTIFICATION BADGES.....	15
2.7. TAKING OVER – HANDING OVER PROCEDURES.....	16
2.8. TRAINING	16
2.9. PERSONNEL REPLACEMENT	16
2.10. EMERGENCY SITUATIONS	17
2.11. WORKING HOURS - SHIFTS.....	17
2.11.1. <i>Security Guard</i>	17
2.11.2. <i>Reception Desk Assistant</i>	17
2.12. NON-COMPLIANCE WITH WORKING HOURS	17
2.13. INAPPROPRIATE BEHAVIOUR	18
2.14. LOST AND FOUND.....	18
2.15. PUBLIC LIABILITY INSURANCE	18
2.16. CONTINGENCY PLANNING	19
2.17. SECURITY CLEARANCE.....	19
2.18. SPECIAL CONDITIONS.....	19
2.19. REPORTS AND DELIVERABLES	20
3. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER	21
3.1. EXCLUSION CRITERIA	21
3.2. SELECTION CRITERIA	22
3.3. LEGAL POSITION	23
4. ADDITIONAL INFORMATION CONCERNING PARTICIPATION TO THIS TENDER... 24	24
4.1. PARTICIPATION OF CONSORTIA.....	24
4.2. SUBCONTRACTING/SUBCONTRACTORS.....	24
5. AWARD OF THE CONTRACT	25
5.1. TECHNICAL EVALUATION	25
5.2. TECHNICAL PROPOSAL	26
5.3. FINANCIAL EVALUATION.....	26
5.4. FINANCIAL PROPOSAL	27

6. INFORMATION ON PRESENTATION AND CONTENT OF TENDER.....	28
6.1. ENVELOPE A - SUPPORTING DOCUMENTS	28
6.2. ENVELOPE B – TECHNICAL PROPOSAL.....	28
6.3. ENVELOPE C – FINANCIAL PROPOSAL	28
ANNEX A - FINANCIAL OFFER FORM	29
ANNEX B – CONTRACT NOTICE.....	32
ANNEX C – DRAFT CONTRACT	33
ANNEX D – DECLARATION ON EXCLUSION CRITERIA	34
ANNEX E – LEGAL ENTITY FORM.....	35
ANNEX F - FINANCIAL IDENTIFICATION FORM.....	36
ANNEX G – CHECK LIST OF MANDATORY DOCUMENTS.....	37

INTRODUCTION TO CEDEFOP

The European Centre for the Development of Vocational Training (Cedefop) is an agency of the European Union. Created in 1975 with a tripartite Governing Board, it provides services for the European Commission, the European Union Member States and the social partners as well as for the associated countries of Norway and Iceland. The candidate countries are also associated with its activities.

As the European Union's reference centre for vocational education and training, Cedefop provides policymakers, researchers and practitioners with information to promote a clearer understanding of developments and so enable them to take informed decisions on future action. Cedefop assists the European Commission in encouraging, at Community level, the promotion and development of vocational education and training.

The main tasks of Cedefop as defined in its founding Regulation are to:

- compile selected documentation and analysis of data;
- contribute to the development and coordination of research;
- exploit and disseminate useful information;
- encourage and support a concerted approach to vocational training development issues;
- provide a forum for a wide and diverse audience.

Cedefop's medium-term priorities for 2006-08 concentrate on the priorities set out in the Maastricht communiqué, which has been agreed by 32 countries, the European Commission and the European social partners:

- a) 'promoting the image and attractiveness of the vocational route for employers and individuals to increase participation in VET;
- b) achieving high levels of quality and innovation in VET systems to benefit all learners and make European VET globally competitive;
- c) linking VET with the knowledge economy's requirements for a highly skilled workforce and especially, because of the strong impact of demographic change, the upgrading and competence development of older workers;
- d) addressing the needs of the low-skilled (about 75 million people aged between 25 and 64 in the EU) and disadvantaged groups so as to achieve social cohesion and increase labour market participation.'

1. OVERVIEW OF THIS TENDER

1.1. Description of the contract

- a) Title of the contract: **“Security and Reception Services”**
- b) The present call for tenders aims at acquiring guard services for the security of Cedefop premises against fire, theft, vandalism and illegal entry. Additionally, specialised multilingual personnel of the security company will be responsible to provide his/her assistance at the reception desk. In more details, the services to be acquired under the specific call for tenders are described below:
 - (1) Security services for the Cedefop premises in Thessaloniki, based on a predefined 24hours/7days schedule. These services will be provided by appropriate trained personnel of the contractor
 - (2) Reception desk assistant services
 - (3) Guard supervision patrol services
- c) The type of contract is a **Framework Service Contract**

Orders will be placed by means of Order Forms. Order Forms will be issued throughout the validity of the contract. Their number will depend on the needs and the budget situation of Cedefop.

1.2. Place of delivery or performance

All services are to be delivered to Cedefop premises, 123 Europe, Pylaia, Thessaloniki.

1.3. Division into lots

This invitation to tender **is not** divided into lots.

1.4. Variants

Tenderers may not offer variant solutions to what is requested in the technical specifications.

1.5. Value of the contract

It is not possible for Cedefop to commit itself at the current stage.

However the total value of the required services described hereafter is not expected to exceed an upper limit of **450.000,00 EUR** over a 4 year period.

1.6. Validity of tenders

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

1.7. Duration of the contract

The contract shall enter into force on the date of signature of the last contracting party, shall be valid for a period of 2 years and may be renewed up to two (2) times, each for an additional period of one (1) year, covering a total acquisition period of four (4) years (2+1+1). Any renewal will be subject to an amendment to this contract.

1.8. Main terms of financing and payment

Payments will be made within 30 days of submission of invoices and at the conditions set out in the draft contract.

2. TECHNICAL SPECIFICATIONS

2.1. Background Information

Cedefop premises are located in a 14.500m² site, in Technopolis area of Pylaia. The building complex occupies approximately 7.900 m², in a 4 floor assembly. It contains the reception desk, the restaurant, 3 conference rooms, the library, 100 offices and the day care centre. Additionally, there are ancillary rooms, mainly located in the basement containing electromechanical, computer and telecommunication equipment. A large archives room is also under preparation. Finally, there is a parking area, also located in the basement.

The site also includes open space parking and an olive plantation in the backyard of the building.

Cedefop occupies around 140 staff members and receives approximately 10 babies and children in the day care centre/kindergarten area on any working day.

2.2. Subject Matter

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

- Security guard services on a shift basis for 24 hours/7 days, located in the guardhouse of the main entrance of the site;
- Reception desk assistant services;
- Guard supervision patrol services.

2.3. General Requirements

All tenderers should be aware of the following general requirements and terms:

- (1) reports and records prepared by guards in connection with their duties and responsibilities of assignment that may be required by the guard agency should be made available to Cedefop;
- (2) guards should observe and comply with any Cedefop policy, standing orders or other regulations;
- (3) a strike at Cedefop shall not remove the guard agency's obligation to continue providing services;
- (4) the guard agency must provide properly trained back-up support for absences, e.g., within an hour at a single guard location. In any case, the guard already assigned to a post cannot leave his duties unless a replacement arrives;
- (5) the guard agency should supply vehicles if required and a continuous communication link to their patrol officers and guards;

- (6) Cedefop has the right to amend, modify and re-issue post directives or other special orders. Such modification to the provisions of the contract should not otherwise affect the contract unless such changes increase or decrease the number of work hours required;
- (7) the guard agency should furnish guards and supervisors/ guard control patrol with the equipment necessary to carry out their duties (cars, mobile phones, walkie-talkies, flashlights etc) and be responsible for its repair, maintenance and replacement;
- (8) equipment supplied by Cedefop to guards (DECT phones, computers etc) under the contract shall remain the property of the Centre;
- (9) any misuse or abuse of equipment or Cedefop's property shall be rectified by the guard agency on its own expenses;
- (10) the use of Cedefop's property by guards shall be for official business purposes only;
- (11) Cedefop has the right to deduct payment to the guard agency for incidents that arise from inappropriate attendance, deportment, appearance, performance, insufficient training, failure to provide back-up support and the supply of unqualified guards.

2.4. Profile Description

2.4.1. Security Guard

The main entrance guards should have adequate experience/training in the security of premises. Security guards must be at least 18 years old, have a minimum of 1 (one) year's experience in security work and at least one of the proposed security guards must have completed a basic training course in first aid, have participated in a "freeing people from elevators" training course, and/or voluntary fire-fighting upon the time of contract assignment. They must be fluent in Greek and able to speak, read and write in English. They must have basic computer knowledge (email, MS Office).

2.4.2. Reception Desk Assistant

The reception desk assistant will be located in the reception desk of the main entrance hall. He/She will be responsible for assisting the visitors' and staff from the moment they enter into the building. He/she should have receptionist qualifications (ability to handle requests, telephone switchboard operator etc), a minimum of 1 (one) year's experience as a reception assistant and basic security training. Reception desk assistant must be fluent in Greek and English as a minimum requirement. Also the reception desk assistant should be computer literate (use of internet and email, MS office, basic Windows use).

2.4.3. *Supervisor – Guard Control*

The supervisor will be located off site and should patrol at least once during the night shift, and once during day-shifts. Supervisors – Guard controllers should have superior skills compared to those of the average guard and a minimum of 3 (three) years experience within the last five years in security services, of which 1 (one) year as head of a team of security guards. They should have extensive knowledge and experience in security enforcement and patrol services procedures. Supervisors must have received specialized training in security awareness, conflict resolution, disaster and emergency situations and managing personnel at various facilities. Supervisors should be fluent in Greek and able to take immediate corrective action in respect of his or her subordinate guards.

2.5. **Description of the tasks and duties**

2.5.1. *Security Guard*

The Main Entrance Guard(s) will be located in the guardhouse of the site's main entrance. Their main responsibility will be to inspect and protect Cedefop's staff and property against fire, theft, burglary, vandalism and illegal entry. The post will be manned on a 24 hours/7days basis. The security guards with this responsibility will be working on a day-night shift basis. The main entrance security guard will be responsible for:

- Patrol interior and exterior of buildings and grounds
- The access control of all personnel and visitors
- The monitoring and registration of everyone who enters-exits the building
- Monitoring of objects entering the building
- The management of the identification badge (issue of visitor passes)
- Assisting reception desk with visitor processing
- Interfacing between visitors and staff members
- Accompanying visitors if required
- Monitoring of the CCTV system (includes monitoring of camera covering Cedefop surface parking facility)
- Monitoring of office fire detection system
- Control of internal and external lighting
- Reporting & recording any unusual activity inside or in the vicinity of the building
- Monitoring local daily morning radio news (8h00) for security related incidents and reporting incidents to Cedefop Security Officer or senior Administration Assistant

- Immediate intervention on the spot in the event of a security related incident
- Immediately reporting any security related incidents
- Immediately reporting any security related faults in the premises
- Incident logbook briefing
- Keeping all indoor offices and ancillary rooms locked during non working hours (20:00-08:00)
- Reporting when health and safety threats drop into their attention
- Monitoring and registering specific magnitudes (air temperature etc) in computer rooms during non-working hours of the Centre (20:00-08:00)
- Security guards may be assigned additional duties as defined by the Cedefop designated representative (security officer) including but not limited to driving, carrying and lifting small objects, protecting designated areas with supplies and materials and other duties as assigned within the scope of specification.

2.5.2. Reception Desk Assistant

The Reception Desk Assistant(s) will be located in the reception desk in the main entrance hall of the building. Their main responsibility will be to inspect the main entrance hall territory against fire, theft, vandalism and illegal entry, and to provide assistance to the reception desk acting as telephone switchboard operator. Also they should be able to handle specific requests of the staff and the visitors of Cedefop.

The post will be manned during Cedefop's working hours (Monday-Friday from 09:00-20:00) on a 8.5 hour shift basis (30 minutes lunch break included).

Except the above described regular post, additional reception desk assistant services may be requested throughout the duration of the contract on the following basis:

- 50 hours per year on demand
- It is planned that for the last two years of the contract, an additional reception desk assistant on a full time basis will be needed. Cedefop reserves the right to change this planning according to its needs.

The reception desk assistant will be responsible for:

- Inspecting the main entrance hall against illegal entry
- 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
- Accompanying visitors if required
- Interfacing between main entrance guard and reception desk
- Reporting & recording any unusual activity inside or in the immediate vicinity of the main entrance hall
- Immediate information of Cedefop Security Officer or senior Administration in case of an incident
- Assistance in the event of an incident (Elevator or Fire alarm).

2.5.3. Supervisor – Guard Control

The supervisor will be responsible for inspecting guard performance, testing guard capability, continually appraising individual performance and providing counselling on and correcting sub-standard work practices. He/she will be located off-site and will be responsible in particular for:

- Patrolling regularly to each guard post (at least once during the night shift and once during the day shift)
- Contacting regularly the guards by telephone or other telecommunication means (at least 3 times during the night shift and 1 time during the day shift)
- Contacting competent authorities in case of an incident
- Contacting Cedefop's security officer(s)
- Controlling the application by security guards of specific Cedefop instructions.

Patrol officers should be familiar with the site under their own jurisdiction.

2.6. Uniforms – Identification Badges

All guards, except the reception desk assistant, must be in uniform at all times while on duty. The uniform shall be neat, clean, pressed and kept in good physical condition. Non-company supplied symbols, pins, buttons, or slogans may not be applied to the uniform. Also guards should follow the instruction 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 duty.

2.7. Taking over – Handing over Procedures

The security agency commits itself to ensuring that the security team assigned to this contract will participate in familiarisation training with the outgoing security team for a **minimum** handover/takeover period of one week prior to beginning of the contract.

Formal reception will be made by means of a report on the state of the premises and of the security installations by the new contractor.

The security agency commits itself to ensuring that the security team assigned to this contract will participate in familiarisation training with the ingoing security team for a **minimum** handover/takeover period of one week prior to termination of contract.

Formal handover will be made by means of a report on the state of the premises and of the security installations by the terminating contractor.

2.8. Training

Within the first 6 (six) months of the contract period, ALL security personnel assigned to Cedefop, individually, must be trained by the contractor on his own expenses, and have at least 2 certificates, one of "First Aid" and one of "Freeing people from elevators" and/or "Basic fire fighting course" by authorised personnel, institution or organisation.

Security agency shall also designate a training officer who shall perform all training for any new security guard assigned to Cedefop.

If a new security guard has to be assigned, the security agency shall ensure, prior to assigning duty locations, that the newly assigned security guard is properly trained on Cedefop's security procedures for a minimum of eight hours at no additional cost to Cedefop.

Training shall include, but not be limited to, working on-site at a Cedefop security guard post with a previously trained guard (On Job Training – OJT). The guard agency should use experienced personnel to provide on-the-job training at no cost to Cedefop before new personnel is assigned.

Once individuals are trained, the same individual shall be utilized and assigned to the same Cedefop posting areas and given the opportunity to be cross-trained at other security guard posts.

2.9. Personnel Replacement

Cedefop reserves the right to request to remove and replace any security guard or staff who, in Cedefop's sole discretion, does not meet the required level of professionalism, is not attentive to duty requirements, and who appears incapable of performing assigned duties or is not in compliance with service requirements in this specification or Cedefop posting instructions.

Security agency commits itself that it will replace the security guard(s) within 24 hours as requested by the Cedefop designated representative (security officer).

Security agency should be aware that Cedefop may have an urgent requirement to provide additional security guards within eight hours or less in case of an emergency.

2.10. Emergency Situations

Cedefop **may** require the security agency to provide additional uniformed security guard(s) at Cedefop facilities or facilities under the control of Cedefop during emergency situations, act of terrorism, a catastrophic event, a VIP visit or a major event that could happen at Cedefop premises. This service will be considered on an as needed basis.

Additional security guards shall be readily available within eight hours of telephone notification by the Cedefop designated representative (security officer).

Security guards shall assist Cedefop in protecting employees, guarding facilities, material and supplies, and as required provide crowd control during an emergency or major event.

2.11. Working Hours - Shifts

2.11.1. Security Guard

Main entrance will be guarded on a 24hours/7days basis 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 locking of the office doors.

The guard agency should not supply guards that have been on duty for more than 12 consecutive hours without having a break of 10 hours between shifts.

2.11.2. Reception Desk Assistant

The reception desk assistant will be working during the working hours of the centre, Monday to Friday, between 08:00-20:00. He/she is required to provide his/her services on a shift basis according to Cedefop needs. The standard working time is **8,5** consecutive hours (30min lunch break included).

2.12. Non-Compliance with Working Hours

If the contractor fails to have a security guard on duty at the scheduled time, for three occurrences during a six month period, Cedefop may, at its discretion, cancel the order form or specific agreement due to non-performance.

It is the contractor's responsibility to ensure assigned security guards are at their designated post at the scheduled time. If a security guard is unable to report on duty as scheduled, the security agency shall immediately provide a replacement to begin

at the designated scheduled time or have the Supervisor replace this security guard until a replacement comes in for duty.

For each hour that a Cedefop post is being left unguarded by contractor's security personnel, Cedefop will deduct **twice** the hour rate of the security guard from the monthly invoice.

2.13. Inappropriate behaviour

Any security guard(s) reporting to work smelling of alcohol, acting as under the influence thereof, acting unprofessionally, or out of uniform will not be allowed to stay on duty. The contractor shall be responsible for the immediate replacement of the guard. The supervisor is obliged to have this post guarded until the next scheduled guard arrives for duty.

Sleeping while on duty will not be tolerated. The supervisor will be contacted immediately to correct such incident.

Cedefop reserves the right to terminate a contract if the above mentioned inappropriate behaviour is met for three occurrences during a six month period.

Tenderers are obliged to describe their recruiting procedure in their technical proposal in order to assure that inappropriate behaviour on duty will be avoided.

2.14. Lost and Found

When the security guards or reception desk assistant, receive notification of a found item, the guard/assistant shall make a receipt for the item, store and notify the Security Officer of Cedefop of the found item(s).

A report is submitted to the Security Officer, by the end of the guard shift, outlining accurately and timely the description of the item.

2.15. 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 100.000,00€. Such public liability insurance must cover at least, but not be limited to, property damage, theft, vandalism, burglary, terrorism action.

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 and must be acceptable to Cedefop.

The Contractor shall require that if any subcontractors are hired, carry insurance with the same limits and provisions as provided herein.

2.16. Contingency Planning

Tenderers are encouraged to submit a contingency plan describing the procedures and means provided to the staff and the special conditions by which they guarantee that the security service is provided under all possible situations except those described under the *force majeure* clauses of the draft contract.

2.17. Security Clearance

The successful bidder is obliged to provide prior to contract assignment official documents stating the absence of criminal records for all the personnel that is going to be assigned to Cedefop. In case of personnel replacement, tenderers are obliged to provide criminal records clearance for the new personnel assigned.

2.18. Special Conditions

Throughout this framework contract the contractor has the following obligations:

- To comply to labour laws and collective agreements of the Member State where the contractor is established;
- 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 with those of the country of the contracting authority or those of the country where the contract is to be performed.

Cedefop reserves the right at anytime throughout the validity of the contract to check any documentation describing the above mentioned situations.

2.19. Reports and Deliverables

On a monthly basis, the company must provide reports to Cedefop regarding the completion of their 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.

The contractor will provide the Cedefop Security Officer and Cedefop Deputy Director, 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 (e.g. criminal records etc).

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

3. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER

Tenderers must meet the exclusion and selection criteria and have the legal position to allow them to participate in this tendering procedure.

3.1. Exclusion criteria

Participation to this tender is only open to tenderers who are not in one of the situations listed below:

- a) bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) have been convicted of an offence concerning their professional conduct by a definitive court judgement;
- c) have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- d) have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
- e) have been the subject of a definitive court judgement for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the Communities' financial interests;
- f) following another procurement procedure or grant award procedure financed by the Community budget, they have been declared to be in a serious breach of contract for failure to comply with their contractual obligations.

In addition to the above, contracts may not be awarded to tenderers who, during the procurement procedure:

- are subject to a conflict of interest;
- are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information.

Means of proof required

The tenderer shall provide the self-declaration found in Annex D which states that none of the aforementioned grounds for exclusion applies to the tenderer.

In case of recommendation for contract the tenderer may be requested to provide the following documentation:

- Cedefop will accept, as satisfactory evidence that the tenderer is not in one of the situations described in point a), b) or e) above, production of a recent extract from the judicial record or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied.
- Cedefop will accept, as satisfactory evidence that the Tenderer is not in the situation described in point d) above a recent certificate issued by the competent authority of the State concerned. Where no such certificate is issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

Cedefop reserves the right to check the situation described in points c) and f).

3.2. Selection criteria

The tenderer must submit evidence of their economic, financial, technical and professional capacity to perform the contract.

Economic & Financial capacity

Requirement

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

Proof of economic and financial capacity may in particular be furnished by **one or more** of the following documents:

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

In case tenderers are unable to furnish such documents they are required to provide justification for non provision.

Technical and professional capacity

Tenderers are required to prove that they have sufficient technical and professional capacity to perform the contract. Evidence of the technical and professional capacity may be furnished on the basis of the following documents:

- Proof of enrolment in the relevant professional register, as prescribed by the laws of the Member State where the tenderer is established

- Company profile, demonstrating the ability to perform services similar to those described in this call for tenders
- List of projects/contracts performed within the last three years, similar to the services described in the present call for tenders
- Quality of Service certification by means of ISO:9000 series or equivalent
- As specified in Section 2.4.1, security guards must have a minimum of 1 (one) year experience in security work. Evidence of this capacity must be provided in relevant certificates and Curriculum Vitae
- As specified in Section 2.4.1, at least one of the proposed security guards at the time of contract assignment must have completed a basic training course in first aid, freeing of people from elevators and/or basic fire-fighting. Evidence of this capacity must be provided in relevant certificates and Curriculum Vitae
- As specified in Section 2.4.2, reception desk assistant must have a minimum of 1 (one) year working experience in similar position. Evidence of this capacity must be provided in relevant certificates and Curriculum Vitae
- As specified in Section 2.4.2, reception desk assistant must be fluent in Greek and possess a good working knowledge of English. Evidence of this capacity must be provided in relevant certificates and Curriculum Vitae
- As specified in Section 2.4.2, reception desk assistant must be computer literate in terms of internet and email use, MS Office and MS Windows use. Evidence of this capacity must be provided in relevant certificates and Curriculum Vitae
- As specified in Section 2.4.3, Supervisors – Guard controllers should have a minimum of 3 (three) years experience within the last five years in security services, of which 1 (one) year as head of a team of security guards/supervisor. Evidence of this capacity must be provided in relevant certificates and Curriculum Vitae.

3.3. Legal Position

Tenderers are requested to complete the Legal entity form found in Annex E and to provide the documents requested in the form. Tenderers must ensure to include the name and function of the individual(s) entitled to sign on behalf of the organisation in the case of contract award.

4. ADDITIONAL INFORMATION CONCERNING PARTICIPATION TO THIS TENDER

4.1. Participation of consortia

Groupings of suppliers (or consortia), irrespective of their legal form, may submit a tender 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 tender.

In addition, each member of the consortium must provide the required evidence for the exclusion and selection criteria. Concerning the selection criteria 'technical and professional capacity', the evidence provided by each member of the consortium will be checked to ensure that the consortium as a whole fulfils the criteria.

If awarded, the contract will be signed by the company or the person heading the project who will be vis-à-vis Cedefop, the only contracting party responsible for the performance of this contract. Tenders from consortia of firms or group of service providers, contractors or suppliers, must specify the role, qualifications and experience of each member or group.

4.2. Subcontracting/Subcontractors

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. The subcontracting/subcontractor will be accepted only if it is judged necessary and does not lead to distortion of competition. If awarded, the contract will be signed by the Tenderer, who will be vis-à-vis Cedefop, the only contracting party responsible for the performance of this contract.

The tenderer must indicate clearly, which parts of the work will be sub-contracted, and the identity of all subcontractors undertaking more than 10% of the work by value.

All subcontractors must provide the required evidence for the exclusion and selection criteria.

Where no sub-contractor is given, the work will be assumed to be carried out directly by the bidder.

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 (best quality-price ratio).

A quality-price ratio will be calculated for each tender by dividing the total points for quality by the price, thus indicating which tender represents the best value for money.

5.1. Technical evaluation

The assessment of the technical quality will be based on the ability of the tenderers to meet the purpose of the contract as described in the technical specifications. The following technical award criteria will be applied to this tendering procedure:

- **RESPONSE TO THE SCOPE OF WORK (35 POINTS)**
 - ✓ Provide a complete description of the security guard rotation shift scheme implementation and supervisor/guard control patrol number of on site regular inspections per day, taking into account technical specifications descriptions of §2.11.1 and §2.5.3 **(20 points)**;
 - ✓ Capability of assigning additional personnel in case of emergency or major events situations as described in §2.10. Describe your staff reserve policy **(10 points)**;
 - ✓ Capability of replacement of incompetent staff (guards/reception assistants), or provision of additional guards upon request (provide detailed procedure description, timetables of duty response) **(5 points)**
- **MEANS AND TRAINING (25 POINTS)**
 - ✓ Provide a complete description of the training programme that is going to be performed by all assigned to the project security guards according to technical specifications §2.8, stating clearly the organisation or experienced personnel providing the training course, the training hours etc **(15 points)**;
 - ✓ Provide a complete description of the means offered to the assigned security guards to ensure proper accomplishment of the tasks taking into account technical specifications §2.6, and bullets 5 & 7 of §2.3 **(5 points)**;
 - ✓ Provide a complete description of the means offered to the supervisor/guard control patrol located off-site, to ensure quality of service taking into account technical specifications §2.5.3, and bullets 5 & 7 of §2.3 **(5 points)**

➤ **RECRUITING AND SCREENING (15 POINTS)**

- ✓ Provide a complete description of your recruitment methodology for security guards, reception assistants and supervisors by which you minimize the possibility of inappropriate behaviour (see §2.13)

➤ **CONTINGENCY PLAN (15 POINTS)**

- ✓ Describe your company's business continuity planning, procedures and the means provided to the staff by which you ensure seamless service provision under all possible situations (except those covered under force majeure conditions) (see §2.16)

➤ **PUBLIC LIABILITY INSURANCE CONTRACT (10 POINTS)**

- ✓ Tenderers are requested to declare the amount of the public liability insurance contract to be offered above the minimum requested as specified in §2.15.

Tenders scoring less than **65 (of a maximum of 100) points** against the technical criteria, will not be considered acceptable and will therefore not have their financial proposal evaluated.

5.2. Technical proposal

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 technical specifications. To this end, the tenderer must provide the following documents and/or information to allow evaluation of their offer according to the technical criteria mentioned above:

- a detailed technical description addressing clearly all the matters mentioned and taking into account the related technical specifications;
- concerning the contingency plan alternatively the tenderer can attach a copy of the business continuity study that has been carried out in his company describing the procedures and methodologies ensuring seamless service provision;
- declaration of honour stating the amount of a public liability insurance contract.

NOTE: All the information and means of proof provided are binding and commit the bidder throughout the duration of the contract.

5.3. Financial evaluation

Only tenders scoring **65 points or more (of a maximum of 100) points** against the technical award criteria will have their financial proposal evaluated.

The financial evaluation will be performed based on the prices stated in the financial grid of Annex A "Financial Offer Form". In order to allow for a comparison of the offers, tenderers are requested to submit price for the pre-defined scenario reflecting the volume estimates of the Centre for the various requested services.

Please note that Cedefop estimates are indicative and do not constitute any kind of legal obligation for Cedefop.

5.4. Financial proposal

The Financial proposal of each tenderer will be calculated according to the prices indicated to ANNEX A “Financial Offer Form”. The overall Financial Proposal will be estimated according to the following formula as arising from Tables 1 and 2 of the Financial Offer Form in Annex A..

Total Financial Proposal = total security and supervising guard fees + total reception desk assistant fees

Information concerning price

- The prices quoted must be fixed and not revisable for the first two years of the contract. From the third year of the contract prices may be revised as specified in the draft contract.
- Prices must be quoted in euro and include all expenses.
- Under Article 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 may not therefore be included in the calculation of the price quoted. The VAT amount must be indicated separately.

6. INFORMATION ON PRESENTATION AND CONTENT OF TENDER

It is extremely important that tenderers present their tender in the correct format and provide all documents necessary to enable the evaluation committee to assess their tender. Tenderers should note in particular the instructions indicated in points 2 and 3 the invitation letter of this tender.

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

6.1. Envelope A - Supporting documents

One original and one copy of:

- the checklist found in Annex G
- the exclusion criteria declaration as requested in point 3.1 and standard template found in Annex D
- the selection criteria documents as requested in point 3.2
- the legal entity form found as requested in point 3.3 and found in Annex E
- a statement containing the name and position of the individual(s) entitled to sign the contract as requested in point 3.3
- the financial identification form as found in Annex F

6.2. Envelope B – Technical proposal

One original signed unbound version and four bound copies of:

- the technical proposal providing all information requested in point 5.2 including information relevant to subcontracting as requested in point 4.2

6.3. Envelope C – Financial proposal

One original signed unbound version and four bound copies of:

- the financial proposal containing all information requested in point 5.3 and the completed tables in Annex A.

ANNEX A - FINANCIAL OFFER FORM

The following grid should be used to draw up a financial proposal **for a one year period (scenario)**. The completed financial proposal shall be used as a basis for contract price over the envisaged four year contract execution period, as the contract will be signed for an initial 2-year period and renewable up to two times under the same conditions. **Proposed fees shall be all-inclusive**. No additional costs will be reimbursed by Cedefop.

Table 1: Security and Supervising Guard Fees

FEES	Unit	(A) N° person/hours per year	(B) Average* <u>Hour Rate</u> (without VAT)	Total 1.1 one year without VAT Total 1.1 = (A) x (B)	VAT percentage per hour
Security Guard	person /hour	28 hours per day * 365 days = <u>10220 hours</u>			

FEES	(A) Unit (Number of inspections per day)	(B) Average* <u>Inspection Rate per day</u> (without VAT)	Total 1.2 one year without VAT Total 1.2 = (A) x (B)	VAT percentage per day
Supervisor / Guard control	2			

FEES	Unit	(A) N° person/hours per year	(B) Average* <u>Hour Rate</u> (without VAT)	Total 1.3 one year without VAT Total 1.3 = (A) x (B)	VAT percentage per hour
Additional Security Guard See Section 2.10 (For a maximum of 50 person/hours per year)	person/ hour	50 (all working hours irrespectively)			

Total security and supervising guard fees = Total 1.1 + Total 1.2 + Total 1.3

*Only one hour rate or one inspection day rate should be indicated. This hour or day rate should take into account the wage scaling due to night, holiday, weekend shifts etc.

If a service is provided free of charge please indicate FREE OF CHARGE in the relevant table field.

Table 2: Reception Desk Assistant Fees

FEES	Unit	(A) Working Time per year	(B) Unit Rate <u>per</u> <u>day</u> without VAT	Total 2.1 one year without VAT Total 2.1 = (A) x (B)	VAT percentage per day
Reception Desk Assistant	person/day	230 working days			

FEES	Unit	(A) Working Time	(B) Unit Rate <u>per</u> <u>day</u> without VAT	Amount one year without VAT Amount = (A) x (B)	VAT percentage per day
Additional Reception Desk Assistant	50% Full Time	76 days			
	75% Full Time	76 days			
	100% Full Time	78 days			
TOTAL 2.2 = amount for 50%+amount for 75% + amount for 100%					

FEES	Unit	(A) Working Time	(B) Unit Rate <u>per</u> <u>hour</u> without VAT	Total 2.3 one year without VAT Total 2.3 = (A) x (B)	VAT percentage per hour
On demand Reception desk assistants (For a maximum of 50 person/hours per year)	person/hour	50 hours during normal work days			

Total reception desk assistant fees = Total 2.1 + Total 2.2 + Total 2.3

If a service is provided free of charge please indicate FREE OF CHARGE in the relevant table field.

ANNEX B – CONTRACT NOTICE

ANNEX C – DRAFT CONTRACT

ANNEX D – DECLARATION ON EXCLUSION CRITERIA

I hereby declare that neither I nor the company:

(*Company Name*).....

that I am representing are in any of the situations mentioned below:

- a) is bankrupt or being wound up, is having his/her affairs administered by the courts; has entered into an arrangement with creditors; has suspended business activities; is the subject of proceedings concerning those matters; or is in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) has been convicted of an offence concerning his/her professional conduct by a definitive court judgement;
- c) has been guilty of grave professional misconduct proven by any means which Cedefop can justify;
- d) has not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which he/she is established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
- e) has been the subject of a definitive court judgement for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- f) following another procurement procedure or grant award procedure financed by the Community budget, he/she has been declared to be in serious breach of contract for failure to comply with his/her contractual obligations.

I, the undersigned, understand that contracts may not be awarded if during the procurement procedure the individual/company/organisation mentioned above:

- is subject to a conflict of interest;
- is guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information.

Signature:

Date:

ANNEX E – LEGAL ENTITY FORM

(to be downloaded, depending on the nationality and legal status of the tenderer, from the following website)

http://europa.eu.int/comm/budget/execution/legal_entities_en.htm

ANNEX F - FINANCIAL IDENTIFICATION FORM

(to be downloaded, depending on the nationality of the tenderer, from the following website)

http://europa.eu.int/comm/budget/execution/ftiers_en.htm

PLEASE NOTE :

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

ANNEX G – 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

<u>Mandatory documents to be included as part of the tender</u>	Reference paragraph	Included		If the document is not included, please provide an explanation for the reason
		Yes	No	
<u>Envelope ‘A’ must contain</u> One original and one copy of: This checklist		<input type="checkbox"/>	<input type="checkbox"/>	
exclusion criteria declaration (If applicable, including those of consortia)	3.1, 4.1, 4.2 & Annex D	<input type="checkbox"/>	<input type="checkbox"/>	
selection criteria documents (If applicable, including those of consortia and relevant subcontractors)	3.2, 4.1 & 4.2	<input type="checkbox"/>	<input type="checkbox"/>	
legal entity form	3.3 & Annex E	<input type="checkbox"/>	<input type="checkbox"/>	
name and position of the individual(s) entitled to sign contract		<input type="checkbox"/>	<input type="checkbox"/>	
financial identification form	Annex F	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Envelope ‘B’ must contain</u> one original four copies of:				
Technical proposal	5.2	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Envelope ‘C’ must contain</u> one original four copies of:				
<u>The Financial proposal</u>	5.3 & Annex A			

You should also ensure that:

<input type="checkbox"/>	Your 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 you or your authorised agent.
<input type="checkbox"/>	Your offer is perfectly legible in order to rule out any ambiguity.
<input type="checkbox"/>	Your 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.