



**EUROPEAN EXTERNAL ACTION SERVICE**  
**DELEGATION OF THE EUROPEAN UNION TO CANADA**

06 November, 2014

(Ottawa)

**INVITATION TO TENDER**  
**FRAMEWORK SERVICE CONTRACT**  
EEAS-143-DELCANO-SER-FWC-2014

The European Union (the "**EU**"), acting through its Delegation to Canada (a diplomatic mission) intends to sign a contract with a company specialised in cleaning of office premises which will then undertake a cleaning service specific to the Delegation of the European Union to Canada.

Companies with demonstrated experience in this area and an interest in making their services available are invited to respond to this invitation for tender in one of the official languages of the European Union, to the following address:

**European Union Delegation to Canada**  
**Administration Section**  
**150 Metcalfe Street – Suite 1900**  
**Ottawa ON K2P 1P1**

Proposals can be delivered by general mail service or by hand (by the respondent in person or by an authorised representative or by courier service) to the address given above not later than **12.00 h noon on 05 December 2014**. For hand delivery, a receipt must be obtained as proof of submission, signed and dated by the staff member in the European Union Delegation's mail reception who took delivery. The reception office is open from 08.00 to 17.00 from Monday to Thursday and 08.00 to 16.00 on Friday; it is closed on Saturdays, Sundays and official Canadian holidays.

Completed Tender documents should be submitted in **two plain sealed envelopes**. The **inner envelope** addressed to the department indicated above (*Administration*) should be marked as follows:

"Invitation for Tender— **not to be opened by the internal mail department**"

The **outer** envelope must be marked as follows:

EEAS-143-DELCANO-SER-FWC-2014  
from: (*insert company name*)  
**For the attention of "Head of Administration"**

If self-adhesive envelopes are used, they must be sealed with adhesive tape and the sender must sign across this tape. Tender documents submitted after **12.00 h noon on 05 December 2014** shall not be accepted for evaluation irrespective of circumstances.

The scope of services required by the European Union Delegation is described in the tender specifications (Annex I). All respondents are expected to expand on this scope in their submitted proposal. For the avoidance of doubt your tender shall include:

- Completed declaration printed on your letterhead (please use the standard form attached as Annex II));
- Price quotation (please use the format set out in the technical specifications (Annex III);

Submissions must be:

- Signed by the respondent or his duly authorised representative;
- Perfectly legible so that there can be no doubt as to words and figures;
- Drawn up using the model reply forms (Annex II, III)

The period of validity of the invitation for tender during which the respondent may not modify the terms of his submission in any respect: three (3) months from **05 December 2014**.

Submission of a proposal implies acceptance of the terms and conditions set out in this invitation for tender, in the specification and in the draft contract and, where appropriate, waiver of the respondent's own general or specific terms and conditions. It is binding on the respondent to whom the contract is awarded for the duration of the contract.

Contact between the contracting authority and respondent 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 respondent, the contracting authority may provide additional information solely for the purpose of clarifying the nature of the contract.
  - Any requests for additional information must be made in writing by email to the following email address: [delegation-canada-admin@eeas.europa.eu](mailto:delegation-canada-admin@eeas.europa.eu);
  - Request for a site visit using the email listed above
  - Requests for additional information received less than three working days before the closing date for submission from respondents will not be processed.
- ❖ The EU Delegation may on its own initiative inform interested parties of any error, inaccuracy, omission or other clerical error in the text of the invitation for tender.
- ❖ Any additional information including that referred to above will be published on the Delegation's website under "Admin corner/Public procurement" and thus be available simultaneously to all interested candidates.
- ❖ No telephone calls will be accepted unless the questions are general in nature. A respondent that deviates from any of these restrictions may be subject to immediate disqualification from this invitation for tender.

– After the opening of proposals

- ❖ If clarification is requested or if obvious clerical errors in the submitted proposal need to be corrected, the contracting authority may contact the respondent, providing the terms of the submissions are not modified as a result.

This invitation for tender is in no way binding on the European Union Delegation. The EU Delegation's contractual obligation commences only upon signature of the contract with the successful respondent. Up to the point of signature, the contracting authority may either abandon the procurement or cancel the award procedure, without the candidates or respondents being entitled to claim any compensation. This decision must be substantiated and the candidates or bidders notified. The respondents shall bear all costs associated with the preparation and submission of the tender and the European Union Delegation will not be responsible or liable for any related costs regardless of the conduct or outcome of the tendering process.

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Marie-Anne Coninx  
Head of Delegation

**Attachments:**

- Annex I - Tender specifications
- Annex II - Declaration of Honour
- Annex III - Price quotation
- Annex IV - Draft service contract + Service request Form
- Annex V - LEF/BAF forms